Making Rapid, Data-Driven Decisions

A PRACTICAL APPLICATION TO A RAPID SOLUTION DESIGN PROCESS

ResultsLab recommends that organizations use Rapid Solution Design to quickly and collaboratively design solutions to meet participants' needs. The step-by-step data-driven process below provides a decision-making structure that can be utilized in a rapidly changing environment, again and again.

First: Follow the steps below to create an Emergent Learning Map (A) to allow you to collect, reflect on data and answer critical questions to develop an action plan that will drive programmatic improvements for your participants. **Second: Create an Impact Matrix (B)** – A tool that will empower you to strategically prioritize actions generated through your emergent learning process to ensure practical forward movement.

### A. EMERGENT LEARNING MAP

**STEP 1**
- Identify your Learning Question.*
- Make sure it’s: Useful, Relevant, Feasible

**STEP 2**
- What does the data say?
- Prepare data that helps answer the learning question.
  - Use graphs or tables to simply show data trends
  - Break data down by data source or theme
  - Review data by different population groups

**STEP 3**
- Why does the data tell us this?
- What else do we know?
- Look at the data and consider participants' experience to identify why the results might be what they are.

**STEP 4**
- So what?
- Brainstorm all the possible actions you could take that might respond to the data. Ensure you draw on learning from the past.

**STEP 5**
- Now what?
- Narrow in on actions that are the most impactful and feasible for your organization.

### B. IMPACT MATRIX

- **High Impact/High Feasibility**
  - Actions that provide long-term returns but may be complex to implement.

- **High Impact/Low Feasibility**
  - Actions that give the best return based on effort.

- **Low Impact/High Feasibility**
  - Unimportant actions, often including everyday tasks.

- **Low Impact/Low Feasibility**
  - Actions that are time-consuming and require resources better spent elsewhere.

*Place the actions you identified in Step 5 into the appropriate quadrant on the Impact Matrix – we recommend you focus on implementing actions that fall into the High Impact/High Feasibility category.

*Learning Question is a programmatic and/or organizational question that can be answered with data.

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HOW TO LEVERAGE THE RAPID SOLUTION DESIGN VIRTUALLY:

- Send data to teams in advance
- Make data easily interpretable – use graphs or tables
- Break data down by data source or theme
- Break down your data by population groups (e.g., age, race/ethnicity, location, etc.)
- Share your screen and populate the Emergent Learning Map and Impact Matrix in real-time

MOVE THE DIALOGUE TO ACTION:

- Include organizational leadership and frontline staff
- Consider inviting partners that serve a similar client-base; no one organization can meet all emerging community needs
- Leave your session and distribute concrete action items of what will be done, by whom, and when

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Emerging Learning Map is adapted from Fourth Quadrant Partners Emergent Learning Method, http://www.4qpartners.com/