



## Opportunity Processing Procedure

1. Person processing the opportunity will fill out the “Opportunity Processing Form” (OPF) and distribute it ahead of time if possible.
2. Participants will assign a “Czar” that will enforce the following rules during the discussion:
  - a. Determine how much time will be allocated to each section of the OPF and following questions
  - b. Proceed through the sections of the OPF (See hints on OPF for each question)
    - i. The Opportunity or Issue Is?
    - ii. It is Significant Because?
    - iii. My Ideal Outcome Is?
    - iv. Relevant Background Information?
    - v. Help I Would Like From The Group Is?
  - c. Clarifying Questions-attendees ask presenter **ONLY** clarifying questions that help them gain the necessary insight to offer feedback later in the process. Czar is responsible for ensuring no advice is given during this section and only “real” questions are asked. This is designed to slow down thinking, enhance clarity of the issue and avoid tendency to jump immediately to providing advice.
  - d. Feedback-attendees provide feedback centered around what the presenter listed/shared as the help they would like from the group in the OPF. During this time the presenter is **NOT ALLOWED** to talk or respond.
  - e. What did you hear and what are you committing to do by when? The presenter summarizes what they heard, what they are going to do and when will it be done.
  - f. Is that what you heard? The attendees will confirm that the presenter heard correctly and if not will point out blind spots and/or point out main points they felt they missed.
  - g. What is the presenter avoiding? Attendees will share the tough issues that they feel the presenter is avoiding or not sharing openly with the group. This requires a culture of trust and respect amongst all participants. If that trust is not there we suggest not including this question until that foundation has been built (See Conversational Capacity)