



INSTRUCTIONS

How Change Happens - Pilot Planning Guide

Preparation

- Select up to 4-6 participants (caregivers, family members, institutional managers, and others). Participants should represent a mix of different backgrounds/perspectives. They should be open, communicative, and ready to share their views.
- For the online session, participants should have a good internet connection to be able to talk and see an online whiteboard.
- Decide if you want the group to write their own post-it notes, or to have the facilitators write all the post-it notes.
- Review sample map:

Before the session

- Send the invitation to the session. (Zoom link)
- Prepare the session flipcharts. (Miro board)
- Identify the facilitator roles. Ideally, one person will lead the activity, and another person will lead writing post-it notes on the board.

Session outline (2.0 hours)

- Introduction – 15 minutes
 - Welcome and introduction to the activity: Thank you for joining us today. We are here as part of the ClowNexus project, which is a new activity from Red Noses and its partners in 6 countries. As we begin the project, we are gathering information about how different people experience clowning and what they think about it.
 - Informed consent: During this session, we will be asking for you to openly share your ideas and perspectives. There are no right or wrong responses, and your feedback will remain confidential among this group. That means that we won't use your name when we share the results. Together with other information we are gathering, what you share with us today will be used to plan activities during the project, as well as to track future progress. Ultimately this information will help us as we expand clowning to reach more vulnerable groups. We will develop a summary of our research, which we will share with you later this year, around April. Do you have any questions about why we are here? Do you agree to participate?
 - Consent to record: We would also like to ask your permission to record the



session so we can remember it and take better notes. The recording is for our reference only. If you would like us to pause the recording at any point, please ask us and it is no problem. Is that ok with everyone?

- Turn on recorder! (Zoom)
- Housekeeping: We would also like to share a few tips on how this session can be most useful. We will be here for 2 hours and will have a short break in the middle. We'd like to ask for our full attention during this time so that you can hear from the other participants. Please mute your microphone when you aren't speaking. As long as your internet is strong, please also keep the video on so we can see each other. When you would like to share something, speak up directly. You can also raise your hand physically or on Zoom so we can call on you.
- Icebreaker/quick and fun introduction of participants: Do a short activity to allow each participant to introduce themselves and feel comfortable with the group. For example: Tell us your name and 2 things that you like that start with the same first letter as your first name (My name is Eddie and I like eggs and elephants).
- **Brainstorm – 20 minutes**
 - Tell participants: First, we're going to brainstorm all the things that happen during a clowning visit. Let's make a list. Everyone, please write into the chat box – 5 things that happen during a clowning visit.
 - Write each independent idea on its own post-it note and add it to the board. If someone says, "The clown plays and the child laughs," then you make two post-it notes: "Clown plays" and "Child laughs".
 - Start to group the ideas together as you add them to the board. That means, if a new idea is similar to an existing idea, add the new post-it note next to the existing post-it note.
 - Ask participants to call out what else happens or write it into the chat box. Use prompts as needed to get post-it notes that relate to the full chain of results. What does the clown do? What changes do you see in the audience? Are there any other results that you see? Are there any changes for caregivers or family members? Does anything change in the environment? What happens after the visit is over?
- **Grouping and Connections – 50 minutes (Include a 5 minute break when the energy gets low or when you need time to look at the board)**
 - Tell participants: Great work! Wow, a lot happens during a visit. In the next part, we are going to talk about how these parts fit together. Let's look at the board and find which post-it notes are related.
 - Start to group the 'causes' and the 'effects' together. Make distinct groups. Talk through the groupings as you make them.
 - Ask prompting questions for the connections: What happens before that? Where does this lead? → As participants speak, draw connections between the post-it notes. It is ok to have multiple connections, arrows in different directions, loops,



- etc.
- Ask participants: Looking at the board, what else is related to [core post-it note]/this group? → Add new post-it notes as needed.
- Ask participants: What does this mean to you? Why is it important that this happens? How is this similar or different from what the audience experiences in their everyday life? → Use the board to spark discussion and invite participants to share their experiences.
- Participant Reflection and Conclusion – 20 minutes
 - Ask participants: What do you think about when you see this map? How was this experience for you? Did you learn anything new?
 - Summarize some of the themes generated during the session.
- Closing and Thank you – 10 minutes
 - Thank participants for their time and emphasize that their contributions will help to strengthen the program and to expand clowning to elderly/children.
 - Tell participants know you will share a copy of the flipcharts after the session, and a summary of the evaluation when it is completed (~April).
 - Provide a contact if they have any questions or further thoughts.

After the session

- Send a thank you note and a copy of the flipcharts
- Take notes from the session and hold a post-workshop meeting with the evaluation team
- When study is completed, send participants a copy of the evaluation summary

