POPTOKS Protocol: Collaborative Problem-Solving and Solution Design

Roles

1. **Problem Originator (PO):**
   - The educator or leader presenting their challenge or question.
   - Responsible for sharing their problem, providing context, and selecting actionable ideas to implement.

2. **Insight Contributors (IC):**
   - Team members who actively engage in generating recommendations and practical solutions.

3. **Moderator:**
   - Facilitates the discussion, ensures clarity, and keeps the process on track.

Protocol

1. Submission by the Problem Originator (Pre-Session)
The PO submits their problem in advance, including:

   - **Problem Statement:** A clear explanation of the issue.
   - **Context:** Details on why this is a problem and how it manifests in their environment.
   - **Impact:** The potential benefits of solving the problem for them, their school/district, or the education field.
   - **Previous Attempts:** Up to five approaches they've tried that didn't resolve the issue and why.

2. Initial Presentation (5 minutes)
The PO provides a concise summary of their problem, detailing what they've submitted.

3. Clarifying Questions (5 minutes)
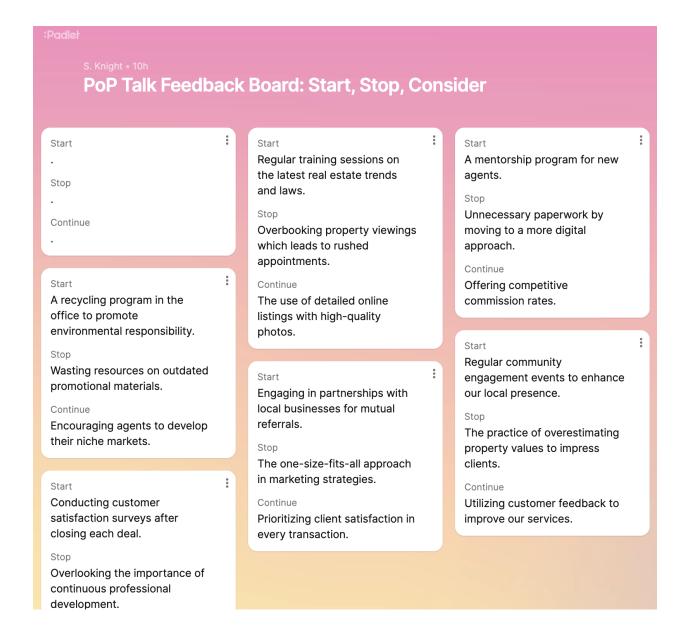ICs ask targeted clarifying questions to deepen their understanding of the problem.

4. What Does The Field Say? Concise Research Brief & IC Brainstorming (15 minutes)
ICs individually brainstorm solutions or strategies for the PO.

   - Each IC submits their recommendations to a shared Padlet or digital board, organized into categories like "Stop," "Start," or "Consider."

S. Knight • 10h
PoP Talk Feedback Board: Start, Stop, Consider

Start
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Stop
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Continue
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Start
Regular training sessions on the latest real estate trends and laws.

Stop
Overbooking property viewings which leads to rushed appointments.

Continue
The use of detailed online listings with high-quality photos.

Start
A mentorship program for new agents.

Stop
Unnecessary paperwork by moving to a more digital approach.

Continue
Offering competitive commission rates.

Start
A recycling program in the office to promote environmental responsibility.

Stop
Wasting resources on outdated promotional materials.

Continue
Encouraging agents to develop their niche markets.

Start
Engaging in partnerships with local businesses for mutual referrals.

Stop
The one-size-fits-all approach in marketing strategies.

Continue
Prioritizing client satisfaction in every transaction.

Start
Regular community engagement events to enhance our local presence.

Stop
The practice of overestimating property values to impress clients.

Continue
Utilizing customer feedback to improve our services.

Start
Conducting customer satisfaction surveys after closing each deal.

Stop
Overlooking the importance of continuous professional development.

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5. Presentation of Possibilities (10 minutes)

- Facilitator briefly presents their recommendations.
- The PO reviews the list and selects 1-2 ideas to explore further.

6. Refinement & Practical Support (10 minutes)

- The selected ICs who proposed the chosen ideas share a deeper explanation, practical steps.

7. Action Planning (5 minutes)

- PO can schedule time to work with selected ICs on resources, as helpful
- Moderator ensures that the PO leaves with:
    - **Playlist** including research, resources, templates and tools
    - **Contact information** for ongoing collaboration, as appropriate