

Questions to Explore Systems Iceberg Layers

Events

Some event we notice

Ask questions to identify key events:

- What is happening?
- What has happened?

Patterns of Behavior

Our repeated actions, habits, and decisions over time

Ask questions to surface patterns/trends:

- Has this happened before?
- Is this similar to other problems we've had?

Systems & Structures

Systems and structures that influence this pattern and result in events

Ask questions that lead to the structure:

- What structure is driving this problem?
- Why do you think that is?
- What effect have changes to the structure had on the pattern?

Mental Models

Assumptions, values, worldviews, and beliefs that uphold those systems and structure

Ask questions to understand mental models and worldview:

- What is your prevailing belief about why this happens?
- What assumptions are we making and why?