Exercise

Open discussion:

What is the most pressing issue related to health inequity that you deal with in your work?

Strategies for coping with wicked problems

- Key ingredients
  - Collaboration
  - Dialogue
  - Shared Understanding
- Transdisciplinary approach

Dialogic communication

- Key elements
  - Engaging contact
  - Active listening
  - Mirroring
  - Exploratory questions

Discussion	Debate	Dialogue
Present ideas	Succeed or win	Broaden perspectives
Seek answers/solutions	Look for weakness	Look for shared meaning
Persuade others	Stress disagreement	Find spaces of agreement
Share information	Focus on 'right' and 'wrong'	Bring out ambivalences
Solve our problems	Advocate one perspective	Invite/allow differences of opinion and expertise
Give answers	Search for logic flaws	Discover collective meaning
Achieve preset goals	Judge other perspectives as inferior or distorted	Challenge our preconceived notions
Listen for disagreement	Listen in order to counter	Listen in order to understand
Avoid areas of conflict and difference	Focus on conflict and difference as advantage	Articulate areas of conflict and difference
Retain relationships	Disregard relationships	Build relationships

(Adapted from Kachwaha, 2002)

What is dialogue?
Exercise

- Now conduct the discussion using the 'talking stick'

- What are the differences between the two types of exchange?

Issue and Dialogue Mapping
(Conklin, 2006)

- A technique for developing and mapping shared understanding of a problem

- Uses Issue Based Information Systems (IBIS – language) and Compendium (software)

- Works outward from a basic question

- Dialogue mapping = issue mapping + dialogue

- Questions / ideas / pros, cons / action items

Using IBIS

- IBIS is a language for structured thinking that allows us to
  - Move forward on an issue
  - Illustrate the logic behind our thinking
  - Share the process and understanding with others
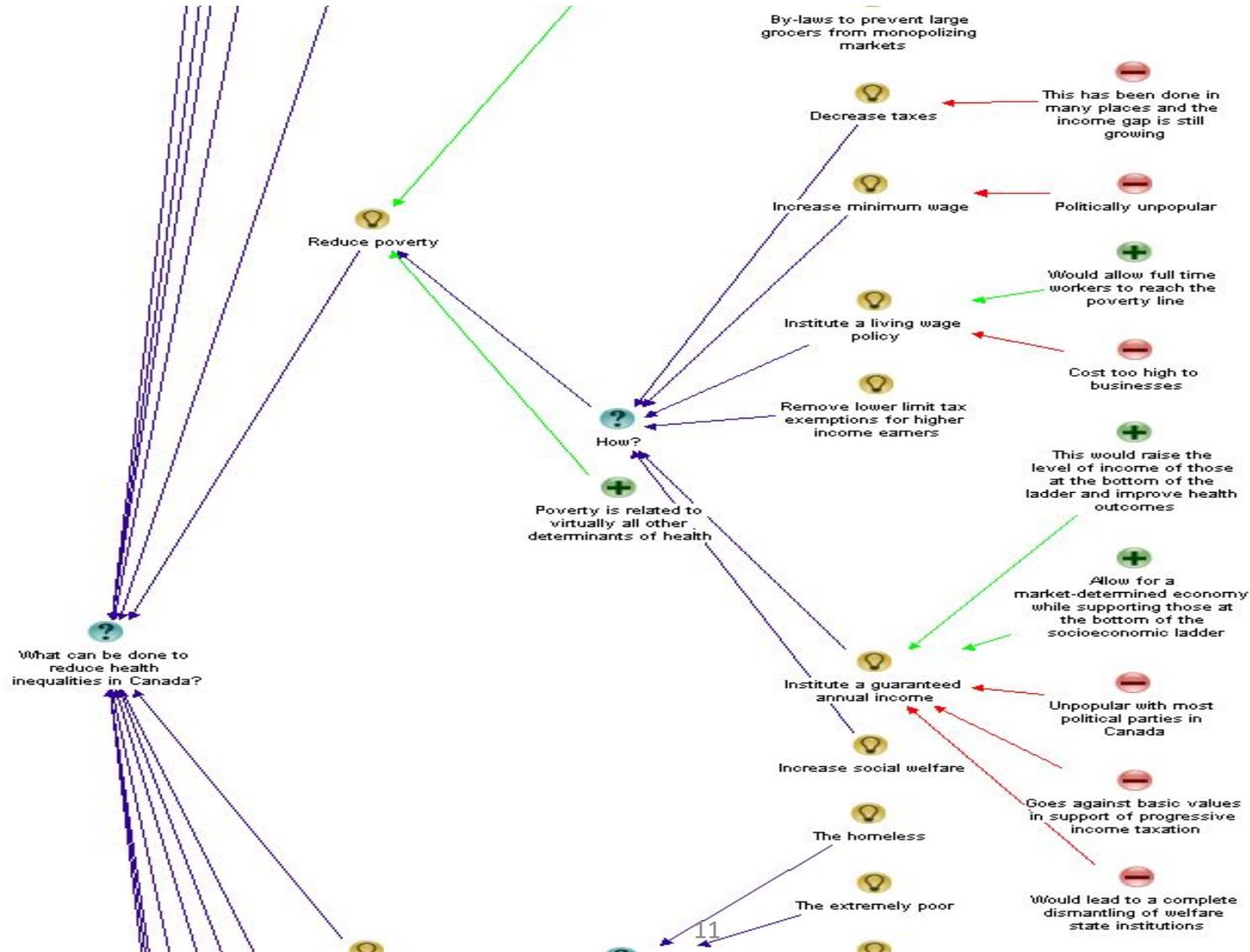 - Reach robust decisions

Using Compendium

- Compendium is the software designed for use with IBIS
- Web-based data software
- Other mapping software can be used
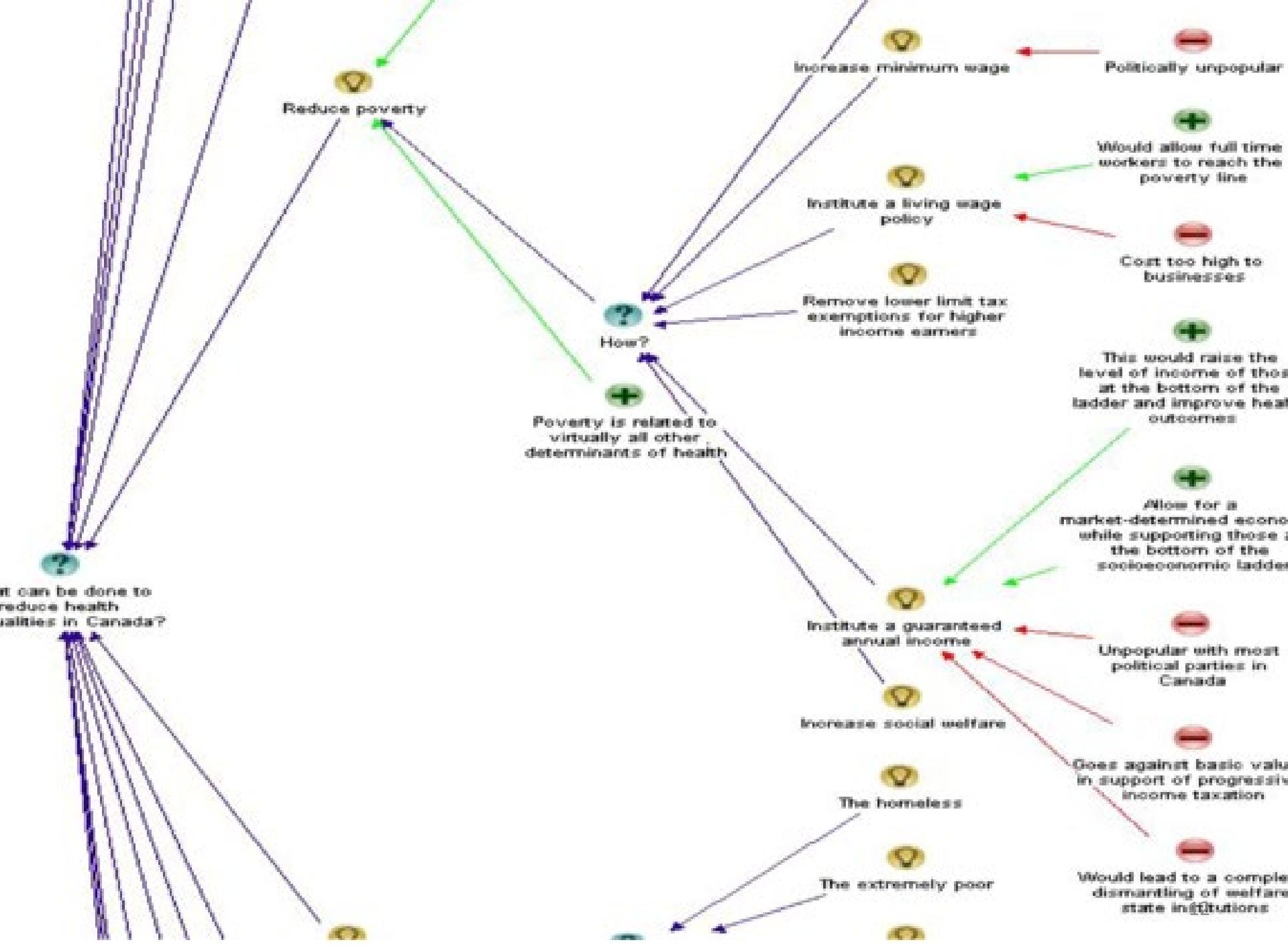 - SimpleMind
  - MindMeister

Types of questions

- Deontic (What should we do?)
- Instrumental (How should we do it?)
- Criterial (What are the criteria?)
- Conceptual (What does 'X' mean?)
- Factual (What is X? Is X true?)
- Background (What is the background to this problem?)
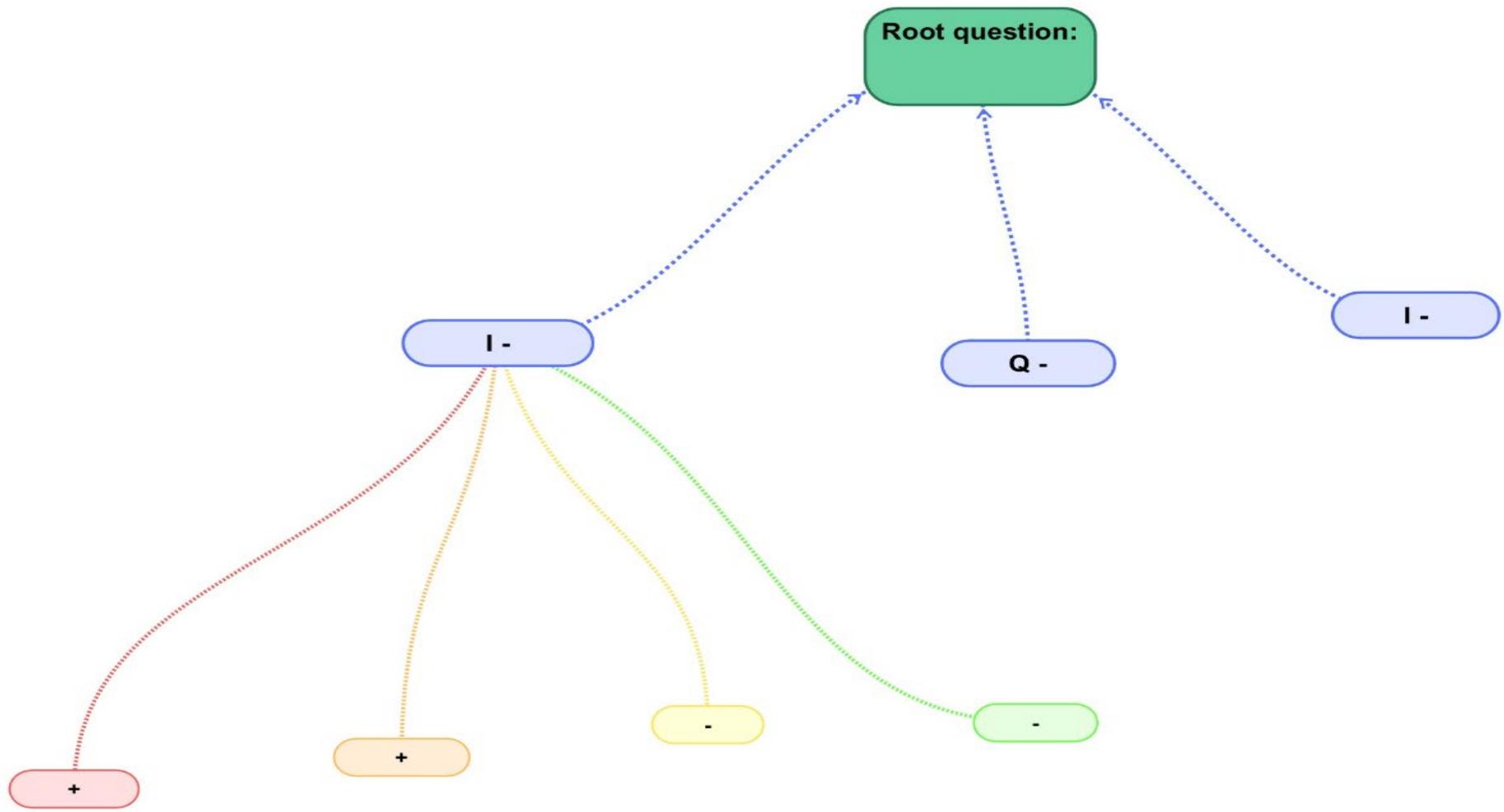- Stakeholders (Who are they?)
- Future (What will happen...?)

(Adapted from, Cognexus, 2010. p.29-30)

Example of health inequalities

By-laws to prevent large grocers from monopolizing markets

Decrease taxes

This has been done in many places and the income gap is still growing

Increase minimum wage

Politically unpopular

Reduce poverty

Would allow full time workers to reach the poverty line

Institute a living wage policy

Cost too high to businesses

How?

Remove lower limit tax exemptions for higher income earners

This would raise the level of income of those at the bottom of the ladder and improve health outcomes

Poverty is related to virtually all other determinants of health

Allow for a market-determined economy while supporting those at the bottom of the socioeconomic ladder

What can be done to reduce health inequalities in Canada?

Institute a guaranteed annual income

Unpopular with most political parties in Canada

Increase social welfare

Goes against basic values in support of progressive income taxation

The homeless

The extremely poor

Would lead to a complete dismantling of welfare state institutions

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Issue mapping with SimpleMind

Policy/program ideas to reduce health inequities:

I - idea
- + argument for
- - argument against
- + argument for
- - argument against

I - idea

Q - question (of precision, of definition, etc.)
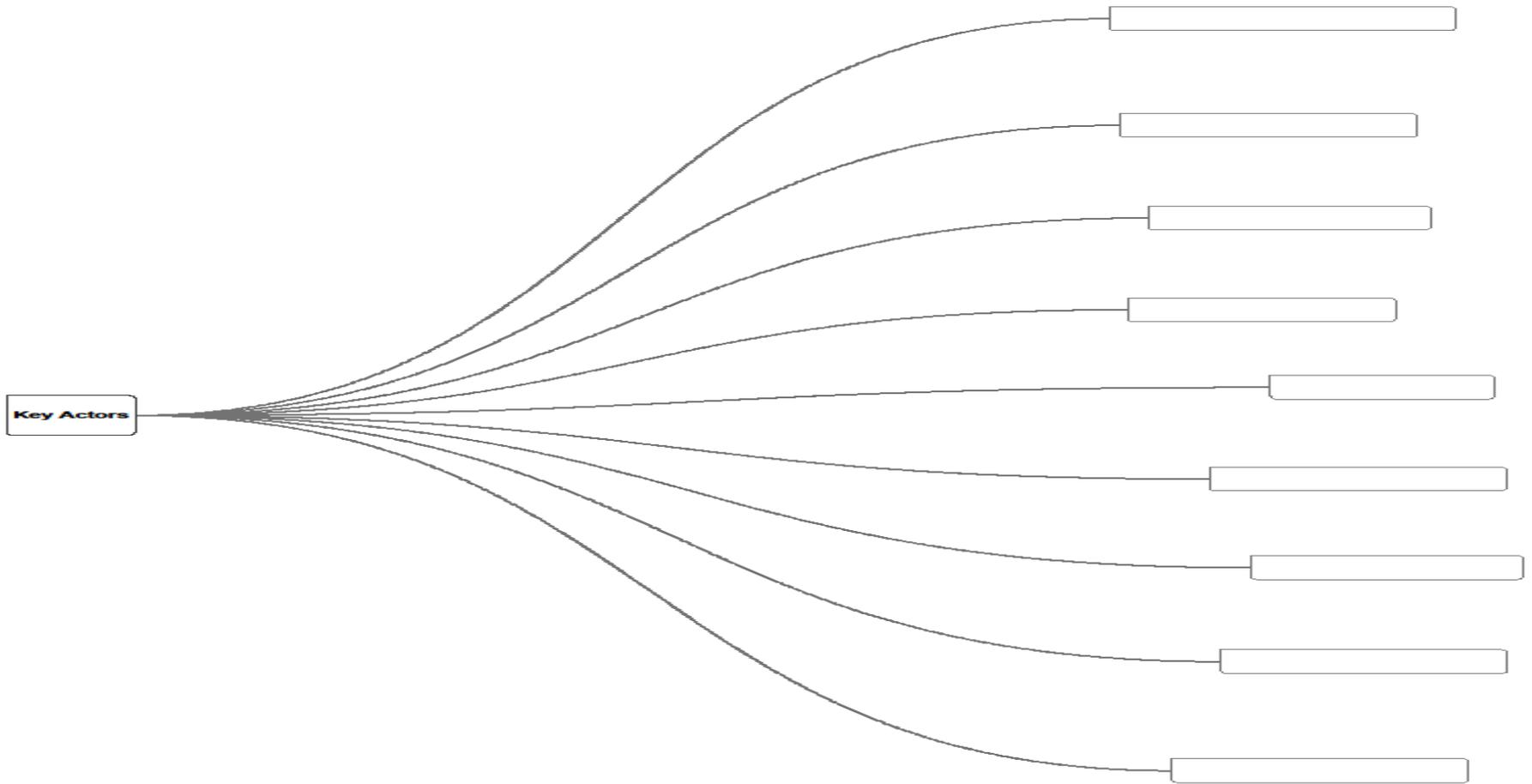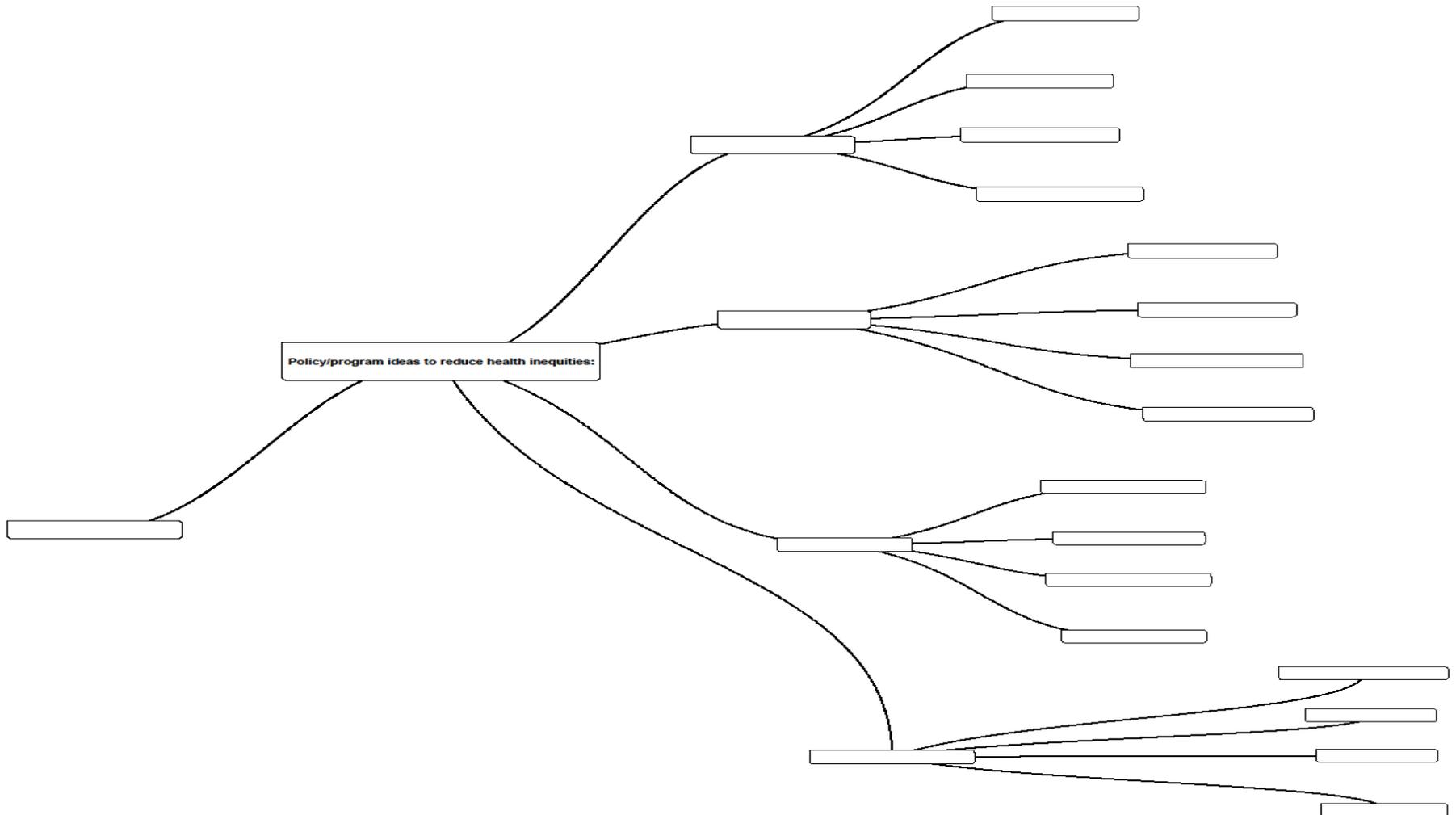
Indentify key actors in the effort to reduce health inequities

Suggest 3-4 policies/programs to reduce health inequities and 2 arguments for and against

Policy/program ideas to reduce health inequities:

Strategies for coping with wicked problems

- Key ingredients
  - Collaboration
  - Dialogue
  - Shared Understanding

- Using a transdisciplinary approach

Conclusion / Summary

- Most public policy problems are wicked in nature.
- Wicked problems must be tackled differently than tame or complex problems.
- Focus on collaboration, dialogue and shared understanding.
- Incorporate all related knowledge systems and worldviews.
- « Mapping » issues and dialogues can be useful in reaching decisions on how to tackle wicked problems within complex adaptive systems.

Centre de collaboration nationale
sur les politiques publiques et la santé

National Collaborating Centre
for Healthy Public Policy

Institut national
de santé publique
Québec

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Thank you!

Visit us at **www.ncchpp.ca** for more resources

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