



THE 5 WHYS



1.

WHY DO YOU WANT TO CREATE A MURAL?

Because the wall is ugly.

2.

WHY IS THERE A NEED TO MAKE THE WALL LESS UGLY?

Because it makes the neighbourhood feel shabby.

3.

WHY IT IS IMPORTANT TO CHANGE THAT?

Because it feels unwelcome and unsafe.

4.

WHY DOES IT FEEL UNWELCOMING AND UNSAFE?

Because of the tagging and unsavoury behaviour that goes on around it.

5.

WHY WOULD YOU LIKE TO CHANGE THAT BEHAVIOUR?

Because then people in the neighbourhood will use the street and tunnel more and feel proud to live here.

This framework and other Catalyse resources are available for free download: www.catalyse.co.nz.

(Bijoux, 2014. Informed by "The Wall on the Brightside" Project, Eden Terrace, Auckland 2014 and Sakichi Toyoda, 1930s.)



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WHAKAPAPA AND OUR USE

Developed from Sakichi Toyoda's work from the 1930s, this tool is a simple way to reveal root causes.

The 5 Whys technique is very simple: when a problem occurs, you drill down to its root cause by asking "Why?" five times. Then, when a 'counter-measure' becomes apparent, sometimes before you have asked why five times, you follow it through to prevent the issue from recurring.

HOW TO USE IT

This tool is useful for troubleshooting, quality improvement, and problem solving. We mostly use it to inform understandings of motivations and concerns and to underpin the development of actions.

It can help bring different perspectives and experiences to light and thus offers a robust way of revealing a wider range of pathways forward. It can also be an effective way of applying some of Simon Sinek's 'Start with Why' model.

It is definitely a tool that requires practice though as it is very easy to slip into asking 'what' or 'how'!



THE 5 WHYS

HOW TO USE IT:

Ask 'why' five times to reveal root causes. The answer you get from the first 'why' question informs the next 'why' question. Try asking 'Why is there a need to...' or 'Why is it important to...' and avoid slipping into 'what' and 'how' questions. Practice!

PROJECT:

1.

Why...

?

Because...

2.

Why...

?

Because...

3.

Why...

?

Because...

4.

Why...

?

Because...

5.

Why...

?

Because...