

OVERVIEW OF A SENSING JOURNEY

Sensing Journeys pull participants out of their daily routine and allow them to experience the organization, challenge, or system through the lens of different stakeholders.

Sensing journeys bring participants to places, people, and experiences that are most relevant to real life aspects of UHC they are struggling with. These specialized field trips allow participants to:

- Move into fresh and unfamiliar environments.
- Immerse themselves in different contexts.
- Step into relevant experiences.
- Spark new insights that may be helpful for their own work and context.

USES AND OUTCOMES OF SENSING JOURNEY

The outcome of a sensing journey is increased awareness of the different parts of a system and the relationship between those parts. Sensing journeys provide:

1. Enhanced awareness of the different perspectives of the stakeholders and participants in the system.
2. Deeper understanding of what are the connections between stakeholders and participants and how were they created.
3. Ideas for new ways of thinking, working and collaborating.

PRINCIPLES AND STEPS FOR A SUCCESSFUL SENSING JOURNEY

Principles for host	Principles for the participants
<ol style="list-style-type: none"> 1. Identify experiences which are relevant. 2. Identify experiences which showcase the ups and downs of your journey, so others can learn from your experience. 3. Create a sense of trust within your hosting team – you are hosting others so that they can learn from the challenges you have faced. You don't have to present a "perfect picture". 	<p>Sensing journeys require three types of listening:</p> <ol style="list-style-type: none"> 1. Listening to others: to what the people you meet are offering to you. 2. Listening to yourself: to what you feel emerging from within. 3. Listening to the emerging whole: what insights or understanding are you coming to.
Steps to hosting a sensing journey	Steps for participating in a sensing journey
<p>A sensing journey requires creating an environment for reflective conversations:</p> <ol style="list-style-type: none"> 1. Create an overall plan for your team. 2. Decide if you need to set standards of conduct for the participants. 3. Map your visit ahead of time. Think through how participants can engage. Should they have time to speak to line staff, management, beneficiaries? 4. Identify people who have a deep knowledge of how things happened or how things worked. 5. Think through the closure. Make sure there is time for participants to ask questions on what was experienced? 	<ol style="list-style-type: none"> 1. Do some background reading before you go. What do you want to learn? 2. Prepare your questions ahead of time. Remember to ask deeper questions – not just the "facts". 3. Use all of your senses – not just what you hear, but what you see, what you feel, what you sense. 4. Take notes so you can remember your insights. 5. Debrief as a team afterwards to make sense of what you saw.