**Identifying Opportunities for Applying Behavioral Insights to**

**Improve Program Operations and Outcomes:**

**A Meeting / Workshop Template**

**Discussion Part 1: Identifying important program challenges**

Key questions:

* What keeps you up at night, so to speak, about the program?
* What are challenges with the program’s operations or achievement of results that you wish you could improve?

Who leads: Program staff. Who provides input: Behavioral insights experts.

**Discussion Part 2: Diagnosis of important program challenges**

Key questions:

* Focusing on the problems just discussed, what do we think are the underlying causes of each?
* In terms of underlying causes, are there aspects that are behavioral, meaning is human decision making involved on the part of program participants, residents, staff or others?

Who leads: Program staff. Who provides input: Behavioral insights experts.

**Discussion Part 3: Designing behavioral interventions**

Key questions:

* What behavioral insights could we draw on to help address the bottlenecks or other program challenges that appear to have a behavioral component?
* What do we know from the literature about how similar interventions, if they exist, worked?

Who leads: Behavioral insights experts. Who provides input: Program staff.

**Discussion Part 4: Testing behavioral interventions**

Key questions:

* Assuming we have some program challenges with a behavioral component, and some behavioral insights that seem relevant to addressing those challenges, how could we test those insights in an experimental framework within the program?

Who leads: Behavioral insights experts. Who provides input: Program staff.

This template was created by the Center for Results-Focused Leadership (center4results.com), drawing on the behavioral diagnosis and design process approach presented in the report *Behavioral Economics and Social Policy: Designing Innovative Solutions for Programs Supported by the Administration for Children and Families* (link [here](https://www.acf.hhs.gov/sites/default/files/documents/opre/bias_final_full_report_rev4_15_14.pdf)). Users should feel free to copy or modify / adapt this template to fit their needs, but attribution is appreciated.