

Fishbone Diagram Exercise

The **Fishbone** Diagram can support many processes – problem diagnosis, program improvement, and human resources planning among them. For this exercise, we focus on program improvement.

What to do:

1. **Identify a facilitator.**
2. **Facilitator asks team members to use the fishbone to identify program areas they would like to improve** (e.g., industry certifications aligned to an existing program, new certificate program designed, etc.). Write desired improvements along the top of the fish where indicated.
3. **Facilitator asks team members to identify any partners, resources or supports that could assist in the program improvement process associated with each issue identified along the top of the fish.** The idea is to help the team identify program improvement priorities and resources that can help address them.

