



Focus Group Discussion (using MSC questionnaire)

What is it?

A facilitated group discussion that is intended to identify positive and negative changes as a result of TCI programming that will help to inform adjustments in programming strategies and decisions. This approach helped TCI to adapt its approach from light-touch, on-demand coaching to the Lead – Assist – Observe coaching model.

When to use it?

A focus group discussion is used when we want to learn more about the local context, gather general opinions from TCI hub and global staff, and identify key changes witnessed from their perspective. This data is helpful in putting into context the MSC stories collected at the TCI stakeholder/beneficiary level.

Instructions

1. Requires 5-7 people, staff representing different levels and functions within the team
2. Identify a facilitator (typically the KM staff person) and a notetaker
3. Reserve 90-minutes for the discussion
4. Use the MSC questionnaire/guide along with probes to sift out learnings
5. All questions should be discussed to elicit significant learnings from the past quarter
6. Paraphrase or summarize the responses back for extracting real and validated learnings
7. Prepare a short PPT or share the notes from the discussion on key learnings, challenges and any resultant recommendations for action steps

Key questions

1. *Looking back over the last quarter, what are some of the key changes – both positive and negative – that have taken place as a result of TCI?*

Possible probes:

- *What individual-level, community-level, and/or system-level changes have you noticed as a result of TCI's high impact approaches (HIAs)?*
- *What changes in access and quality have you seen?*
- *What mindset shifts have we seen this quarter that are noteworthy – specifically from influential stakeholders?*
- *What changes in government ownership and financing of FP programs have occurred? Give specific examples from geographies.*



2. *Which is the most significant in helping us to achieve sustainable scale-up with impact? And why?*

Possible probes:

- a. *What's moving the needle?*
- b. *What data exists to support the significance of this change?*

3. *As a result of all of the changes identified, what should TCI do differently or the same? And why?*

Possible probes:

- a. *What should we prioritize doing more of?*
- b. *What should we stop doing?*



4. *What other learnings have been noteworthy that will help you to improve the TCI model?*