

## Six Lessons from the Do No Harm Project

1. Whenever an intervention of any sort enters a context it becomes part of the context.
  - a. No intervention is seen as neutral by people in the context.
2. All contexts are characterized by **Dividers** and **Connectors**.
  - a. We can analyze a context in terms of Dividers and Connectors.
  - b. This analysis is done better by teams.
  - c. This analysis needs to be iterative, being done on a regular schedule.
3. All interventions interact with both, either making them worse or making them better.
4. Actions and Behaviors have Consequences, which create impacts.
  - a. Interventions, by their nature, bring in two things.
  - b. **Resources** *as a result of the Action of intervention*. They always bring in resources. The “action” of a intervention is applying resources into a context. What do organizations do? They transfer resources.
  - c. **Messages** *sent by Behavior*. They also always bring in people, who demonstrate their values through their “behavior”. People send messages through their conduct and by the way they behave with others. The details of interventions matter.
  - d. The combination of Actions and Behaviors leads to Consequences (things get worse or better).
5. The details of interventions matter.
  - a. The details are where the impacts come from, not the whole.
  - b. An intervention is a series of choices before it becomes actions and activities. People make these choices and people can change them.
  - c. We can analyze an intervention for the **Critical Details**.
6. There are always **Options**.
  - a. Options grow out of paying attention to and understanding our Actions and Behaviors.

These Six Lessons form the basis of two Frameworks for analyzing, understanding, and predicting the impacts of interventions.