

Iceberg Tool



Tip of the Iceberg

What we currently know about the person ...

What else we might like to discover and find out more about ...

Going Beneath the Surface





Diving Beneath the Surface What resources might we need?

Resource 1: Noticing- tuning into interactions, body language, wee moments, small hints and details, facial expressions, responses and reactions

Resource 2: Staying Curious- Asking plenty of questions, chatting with others about what we've noticed, being open to being surprised. Staying curious can help us to build on what we already know by being open to learning more about the person.

Examples of the Tip of the Iceberg

We might know that particular residents like: wearing soft jumpers, or a hug in the morning, or napkins folded a certain way, or noticing that one resident responds enthusiastically to accordion music.

If we were to dive a bit deeper what else might we discover?

Beneath the Surface : Exploring a Sea of Questions

For the resident who likes soft jumpers, could we experiment and explore if there are particular soft textures they like best. For the resident who likes a hug in the morning, what else might we like to find out what makes a good start to the day for them? For the person who likes napkins folded a certain way could we ask how seeing this makes them feel? Could we find out more about the subtle differences in styles, tempo, instruments and singers of music that individual residents enjoy?

-For Others in our Community-

Family, friends, colleagues, visitors- professional and voluntary, neighbours, community and creative organisations and groups.
What do we know now and what else might we like to find out?

