**Suggested Script for Introducing the Puzzle Activity**

*"Before we get too deep into data and measurement, we’re going to start with something simple—but surprisingly insightful. Each group has a small puzzle in front of them. Go ahead and try to put it together. It shouldn’t take long!"*

*[Allow time for puzzling. As groups begin to notice something’s off...]*

*"Some of you are noticing that something doesn’t quite add up. Maybe a piece is missing. Maybe a piece doesn’t fit. That’s not an accident. It’s actually a reflection of what can happen in quality improvement work—when a critical perspective is missing, the system feels just slightly… off. Today, we’re going to explore what it means to find that missing piece: the client voice."*