

Service Engagement Analysis

AS IS

TO BE

How would we currently describe our "AS IS" service engagement activity and commitment?

Whose thoughts do we hear and whose do we struggle to hear?

How do we use the results of our engagement to stretch our practice and service design?

How do we provide feedback to those that have provided it as to how we have utilised it?

Thinking about the (7) Stretch2 Engage domains; which areas are our strength areas and which areas do we think we might want to get stronger at?

What stops us?

(knowledge, skills, fear, practical support, self belief, other people, confidence, low expectations etc.)

What are we prepared to do differently in order to have what I want?

What might fail us in our leap? What are the risks of this happening ?

What internal and external resources, supports, training would assist us ?

Who/What might we need to engage to assist our success?

How would we like to describe our TO BE service engagement activity?

Why?

What are the gain points of being here?

Are there any pain points we could experience?

How will we recognise here?

What will people who access our services, say about how we undertake our service engagement activity?

Our Gaps