



STRETCH<sup>2</sup>ENGAGE

Stretch2Be

**Curious**

*Eager to know or learn.*

Services are better when they are driven by a desire to learn or know more about the community they are serving.



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### **What are we curious about?**

*Is there a problem that people who access our service might want us to address?*

*Are we sure we are tackling the right problem?*

### **Is the engagement activity asking a question that we don't already have the answer for?**

*Is there a better, more engaging question?*

### **What are the pain or frustration points for people (e.g. family, friends and other stakeholders) accessing our service?**

*Does this engagement activity seek to understand what causes them?*

*How could we stretch the activity to have a deeper understanding of these? (Try using journey maps, empathy maps or coffee chats to discover what these might be.)*

### **Is our question one that excites, scares or fascinates?**

*How could the question be even more engaging?*

### **What assumptions do we have about what we think that people are going to say?**

*How might we remove those assumptions?*

### **How will the answers guide us to improve our service?**

*What question do we need to ask?*

### **How will we communicate the outcomes of this engagement activity to others in our organisation including decision makers?**