



STRETCH<sup>2</sup>ENGAGE

Stretch2Be

## Comprehensive

*Willing to explore all aspects and embrace divergent views.*

Service improvement is best achieved by embracing divergent views and minimising the dangers of 'groupthink'. Disagreement and robust discussion are important for innovation.



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### Who are our critical thinkers?

*Have we engaged them to test our ideas to make sure they are robust?*

### Who might disagree with our thinking or ideas?

*How do we engage with them to stretch us?*

### Who do we find it difficult to engage with?

*How could this engagement activity incorporate their views?*

### How might the design of this engagement activity stop people from wanting to argue with us or to raise a different point?

*What could we change to encourage divergent views?*

How might we engage with people who have made complaints or left the program early to ask for their ideas on how to improve the service?

Have we fallen into the trap of groupthink?

*What might we be blind to?*

What is the smallest change that could be made to this engagement activity to ensure we incorporate diverse and divergent views?