

Same picture: Different lenses

Discussion Group World Café Notes

Theme 1: Listening

What is stopping us from listening well?

- Lack of time
- Power / Position
- Process-driven norms and culture
- Fear of repercussions
- Not a priority
- Language
- Few incentives
- Listen to experiences (feelings) not just opinions

How can we listen better?

- Be open, humble, patient and genuine

Theme 2: Value

What is stopping us from identifying and securing value well?

- Not recognising that value is all about context
- Different perceptions of value that we fail to explore
- Poor Key Performance Indicators – measuring the wrong things
- Tyranny of experts – failing to value the community
- We measure it in silos from the point of view of the deliverer
- Bureaucracy
- Short-termism and political motivation

How can we work together better to identify and secure value?

- Listen to each other
- Focus on outcomes for users
- Be more joined up
- Long-term thinking as the norm

Theme 3: Working Together

What is stopping us working together well?

- Power imbalance
- Poor communication
- Fear of letting clients go
- Sometimes arrogance
- Different regulatory and review regimes
- All talk no action (partnership meetings galore but no outcomes)
- Legislation and red tape
- Silo and organisational protectionism / job loss fears (fighting for resources)
- Cumbersome – fragmented IT (and other) systems
- Too much central control
- Fear of blame, uncertainty on statutory position and risk aversion

How can we work together better?

- Give up the power and focus on improving outcomes – right people on Boards and right support for joint working
- Equal partners always
- Well-managed risk-taking (remove the fear)