FACILITATION

Thinking Differently® prompt cards

Thinking Differently® is our theory of change: listen, reflect, structure, respond. These cards put it on the table. Use them to run a difficult conversation, plan a session, or stop a meeting from jumping to solutions before anyone has been heard.

How to use them

Print the second page on card and cut along the dashed lines. Work through the cards in order, one at a time, and do not move on until the group has answered the card in front of it. Each card holds four prompts. You will not need all four every time, and one answered honestly is often enough.

1 **Listen**

Put the Listen card on the table first. Nobody offers a solution until the people affected have been named and heard, in person or through what they have already said.

2 **Reflect**

Say back what has been heard before anyone interprets it. The test is whether the people it came from would recognise it.

3 **Structure**

Only now name the decision. Set out the options, including doing nothing, and agree what a good outcome would look like a year on.

4 **Respond**

Leave with actions, owners and dates written down, and a date to look again. A decision without a date to review it is a hope.

When they help most

A team that keeps circling the same problem. A leadership team that has to decide something contested. A meeting where the loudest voice has already chosen the answer. A review of a service, a complaint or a plan where the people it affects have not yet been asked.

Resolution Ready

STAGE 1

1 Listen

We hear from children, young people, families and partners before anything else.

- Who is affected by this, and who has not been heard yet?
- What are people saying once the meeting is over?
- What do we already know, and what are we assuming?
- What would the people this affects say we have missed?

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STAGE 2

2 Reflect

We work with you to reflect on what we have heard and name what is really going on.

- What is really going on underneath this?
- What have we heard that we did not expect?
- If we said it back to them, would they recognise it?
- What has been tried before, and what happened?

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STAGE 4

4 Respond

You decide what happens next, and we bring the guidance to support it.

- What will we do first, and by when?
- Who owns each action?
- How will we know it worked?
- When will we look again?

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STAGE 3

3 Structure

We bring the structure you need to make clear, safe, well-evidenced decisions.

- What has to be decided, and by whom?
- What are the options, honestly, including doing nothing?
- What would a good decision look like a year from now?
- What do we need to know before we choose?

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