

Hidden Insights update and think-tank

25th November 2016
Central London

The workshop

We are bringing together past and current users of Hidden Insights, our strategic user group, and potential users, to learn together and inspire each other. We will launch our new training product. The workshop will also help to understand future user needs and our future direction.

We will be showcasing recent case studies from Cambridgeshire and West Sussex, and sharing new tools and techniques.

We will also feed in new case studies in relevant areas from our global positive deviance network, following our very successful conference with Professor Arvind Singhal at Oxford.

The first part of the day will be a strategic discussion to place Hidden Insights in today's change landscape. We will look at what it offers, and how it complements other "change at scale" approaches. We will hear about some successful implementations. The second part is an update of new tools and techniques. You can attend both or either halves of the day.

Workshop outline

9.30 Registration and coffee

10.00 Introductions and welcome

Stories to explain Hidden Insights and its special mindset – from speakers and participants

Quick overview of how it works and how it evolved

Changing mindsets and behaviours – at work and in the community

Using Hidden Insights to design a new Youth Emotional Support service – Julie Tidbury, West Sussex

How Hidden Insights thinking triggered a chain of engagement and mutual support with families across a community – Kerrie Tonks, Cambridgeshire County Council

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Other examples: alignment of academic support services, conflict resolution with professional teams, sales breakthroughs in pharma; rescuing a “failing” appraisal system

Working with changing organisational structures and minimal resources

Letting go to gain control – potential 21st century applications.

1.00 Lunch and networking (a hot lunch is provided)

The current change landscape and thinking – key themes by sector. What needs could Hidden Insights meet?

Adding a new dimension – examples of where it has been used with other methods

Key tools and techniques and latest developments – and sharing what works

Over time, different groups have learned different ways of using Hidden Insights, and brought in new ideas. A chance for you to share your favourite tools and techniques and to learn new ones. Including but not limited to:

- Making more of the “flip” question – practice with your issues
- Discovery and action dialogues – for when time is short
- Empathy mapping – to check assumptions

3.30 What’s in this for me? Joining up the themes – discussion and troika consulting session

4.00 Instant action insights and close