1. Describe the situation you would like to change

For example:

• A dysfunctional relationship between agencies

• Structural maltreatment of certain social groups

2. What would you like to see changed and why?

For example:

• Improving cooperation between agencies to improve results and reduce waste

• Establishing rights to make maltreatment illegal and punishable

3. What is your role or position in this situation?

For example:

• A head of department, an employee, a stakeholder

• A concerned citizen, an affected party, a senior public manager

• A human rights activist, a journalist, a politician

4. Who are the main actors in this situation?

For example:

• Staff, the media, politicians, government agencies, activists, clients, pressure groups, etc.

5. What assets/resources do you have that will be valuable to making change?

For example:

• Time, information, authority, money, skills, a social network

6. What limits your ability to make change?

For example:

• Lack of time, information, authority, money, skills, a social network

7. What do you perceive to be the most important challenge?