

Workshop	Source/Item	Tolerance for- Resilience of- Being comfortable with Ambiguity – Uncertainty	Embracing Risk	Human centeredness	Empathy / Empathic	Mindfulness and awareness of process	Holistic view/consider the problem as a whole	Problem reframing	Team working	Multi- / inter- cross- disciplinary collaboration	Open to different perspectives/diversity	Learning oriented	Experimentation or learn from mistake or from failure	Experiential intelligence / Bias toward action	Critical Questioning ("beginners mind", curiosity)	Abductive thinking	Envisioning new things	Creative confidence	Desire to make a difference	Optimism to have an impact				
OPM 2.1: Level 2 (1/5)	Worksheets			Sheet 1: "In the past Sheet 3: "Exercise 5: Sheet 4: "Exercise 6: -			Sheet 3: "Exercise 5: -		Sheet 1: "In the past -		Sheet 1: "In the past Sheet 1: "In the past Sheet 2: "How can I Sheet 4: "2. Who can -													
	Concerns cards			Card 2: "I'd like to ob Card 4: "4. If I ask se Card 4: "You are right -				Card 5: "Design reser -		Card 3: "I'd like to ru -	Card 1: "Open policy -	Card 1: "Open policy -							Card 4: "4. If I ask set -					
	Slides		Slide 2: "It reduces -	Slide 1: "Engaging wr Slide 6: "Level 2 Mod Slide 6 (comments): Slide 11: "One way of Slide 11 (comments) Slide 32: "4. It gives Slide 11 (comments) Slide 19: "In the past Slide 24: "5. I have 4 Slide 27: "Polymath Slide 28: "Session 2 Slide 31: "Individual Slide 43: "Session 4 Slide 48: "Find the r -	Slide 7: "Session 2 - Slide 8: "Session 4 - Slide 11 (comments): Slide 11: "One way of Slide 32: "4. It gives Slide 51: "There's no Slide 52: "Meaningfu Slide 54: "Be sensit -		Slide 40: "So, who an Slide 42: "Individual -		Slide 14: "In the past Slide 21: "In the past Slide 35 (comments) -	Slide 24: "How do pe Slide 24: "I have eng Slide 16: "In the past Slide 24: "2. I have 4 Slide 25: "Most of us Slide 18: "In the past Slide 20: "In the past -	Slide 5: "Open Policy Slide 8: "Session 3 Slide 16: "In the past Slide 50: "1. What do -	Slide 13: "In the past -		Slide 15: "In the past Slide 7: "Session 1 - Slide 10: "Session 1 -										
	Transcripts	F1: "So, challenge an F2: "Something we s F2: "...think about, fo F2: "We said that run F2: "You're gonna pu F2: "Certainty is dem F2: "So, it can feel i F2: "Dealing with am -	F1: "...and there's th F1: "Second one, it -	F1: "Have you obser F1: "And finally, peop F1: "I wanted to focu F2: "I think in the civi F2: "So often, we des F2: "This is end-user F2: "Because if we ju F2: "So, absolutely, y F2: "We always say, if F2: "But it's just real F2: "You don't want p F2: "You don't just wa F2: "So, what do we F2: "It doesn't have t -	F1: "I've use the term F1: "It's not about tra F1: "Trying to shed th F1: "It gives people w F2: "So often, we des F2: "So, what do we F2: "Just seeing how F2: "Be sensitive, if v F2: "We repeated thi F2: "You don't want p F2: "But also, if I ask F2: "In level 1 we spe F2: "And the last poi -	F2: "And as we were -	F1: "Sa, the more ass F2: "Obviously, we wd F2: "So often, we des F2: "...think about, fo -	F1: "Try to tap into th F1: "Next question, h F1: "In the past six F1: "The organization F1: "I think it's not bi F1: "List the five mai -	F2: "The first thing F1: "Third one, it expl F1: "How can I do my F1: "Before we start, F2: "Obviously, we wd F1: "Essentially, we're F1: "In the past six m F1: "Have you spoke F1: "In the past six m F1: "I have you explic F2: "Something we sa F1: "My ideal is taking F1: "The first thing F1: "How can I do my F2: "Something we sa F2: "So, who is it spe F2: "This afternoon w F2: "There's no point -	F2: "There's so much F1: "Have you obser F2: "But it's just real F2: "Just seeing how F2: "You don't just wa F1: "We rarely see ir F1: "And finally, peop F1: "My ideal is taking F1: "The first thing F1: "How can I do my F2: "Something we sa F2: "This afternoon w F2: "There's no point -	F1: "Creativity sound F2: "It doesn't have t F2: "Does anyone dis F2: "You don't just wa F2: "There's no point F2: "It doesn't mean -	F2: "In human-centre -												
	Frequency	6	1	33	23	1	8	1	11	12	40	18	2	4	5	0	1	0	2	0				
	OPM2.2: Level 2 (2/5)	Slides	Slide 61: "They are n -		Slide 6: "Engaging wr Slide 9: "Gathering e Slide 19 (comments) Slide 21: "What sour Slide 21 (comments) Slide 22 (comments) Slide 25: "Should we Slide 29: "Here's why Slide 32 (comments) Slide 33 (comments) Slide 35: "Session 3 Slide 38 (comments) Slide 39 (comments) Slide 53: "What's a U Slide 54: "A User Jou Slide 55: "Help ident Slide 55: "Help unde Slide 55: "Help ident Slide 55 (comments) Slide 55 (comments) Slide 55 (comments) -	Slide 21: "What sour Slide 57 (comments) Slide 55 (comments) Slide 8: "Session 1 - Slide 8: "Session 2 - Slide 13: "Session 1 Slide 14: "If I had on Slide 20 (comments) Slide 20 (comments) Slide 21: "What sour Slide 21: "What if it Slide 21 (comments) Slide 24: "Session 2 Slide 25: "Should we Slide 26: "Have you Slide 27 (comments) Slide 27 (comments) Slide 28 (comments) Slide 28 (comments) Slide 31 (comments) Slide 32 (comments) Slide 33 (comments) Slide 33 (comments) Slide 34: "If we only Slide 35: "Help ident Slide 55: "Help eras Slide 57: "Understan Slide 57 (comments) Slide 65 (comments) -	Slide 51: "Feed insig Slide 51 (comments) Slide 33 (comments) Slide 55 (comments) -	Slide 27 (comments) Slide 33 (comments) -	Slide 2: "Finding The Slide 5: "Finding the Slide 8: "Session 1 - Slide 8: "Session 2 - -	Slide 5: "In everyth Slide 7: "Open Policy Slide 22 (comments) Slide 55: "Help ident -	Slide 9: "Gathering e Slide 12: "What learn Slide 22 (comments) Slide 27 (comments) Slide 27 (comments) Slide 38 (comments) Slide 39 (comments) Slide 50 (comments) Slide 54: "A User Jou Slide 55: "Help unde Slide 61: "Develop re Slide 61: "Journey m -	Slide 6: "Prototyping -	Slide 1: "If I had on Slide 27: "This is wh Slide 33 (comments) Slide 51 (comments) Slide 61: "Don't focu -	Slide 31 (comments) Slide 54: "A User Jou Slide 61: "Map out yo -	Slide 33 (comments) Slide 61: "Don't focu -									
		Handout			Sheet 1: "a) Understa Sheet 1: "b) Establis Sheet 1: "c) What cha Sheet 1: "What you -																			
		Transcripts	F4: "Sometimes, you -		F1: "Last time we talk F1: "We're gonna talk F1: "...the actual ctd F4: "So, yeah, focus F4: "...it's not about F4: "Should we try to F4: "Number six is an F4: "I think the main F4: "This is something F4: "Why do we use t F4: "If you look at the F4: "So, all the things F4: "Number six is an F1: "that kind of hum -	F4: "So, if I sit down F2: "The positive one F1: "We're gonna talk F4: "As a group of pe F4: "It's basically wh F4: "What's the jour F4: "It depends on w F4: "This is relatively F4: "On the other wa F4: "If you spend mo F4: "If you don't know F4: "Sometimes you F4: "Identify other op F4: "Ensure we are a F1: "that kind of hum -	F1: "Today, we are lo F1: "In terms of the p F4: "...it's not about F1: "Today's gonna ge F1: "It's basically wh F4: "What's the jour F4: "This is relatively F4: "On the other wa F4: "If you spend mo F4: "If you don't know F4: "Sometimes you F4: "Identify other op F4: "Ensure we are a F1: "that kind of hum -	F4: "And this is the th F4: "F4 has worked a F1: "Today's gonna ge F1: "What I'm gonna F1: "We're gonna talk F4: "So, quite often d F4: "You just need to F4: "I don't want this F4: "Well, how am I g -	F1: "In here... people F1: "As usual, it's a F1: "Collaborating w F2: "Instead of doing F1: "I don't want this F4: "Well, how am I g -	F1: "Last time we talk Participant: "And the F4: "I don't want this F4: "Sometimes you F4: "The other thing -	F1: "We're gonna talk F4: "I don't want this F4: "One of the things F4: "The other thing -	F1: "Today's gonna ge F4: "So, yeah, focus F2: "We're talking ab F4: "The other thing -	F4: "The idea behind F4: "You just need to F4: "At the bottom, w F4: "So, quite a lot of -	F4: "Identify other op F4: "And help commu F4: "So, quite a lot of -	Participant: "If you wa F4: "If you guys go int -									
		Frequency	2	0	39	13	9	10	42	2	5	7	23	1	4	3	8	7	0	3	0			
				Slide 17 (comments)		Slide 3: "Engaging wr -		Slide 17 (comments) Slide 28 (comments) Slide 3: "Finding the -			Slide 49: "Is this deli -	Slide 49: "Are you bri -	Slide 49: "Which piec -	Slide 3: "Prototyping -	Slide 13 (comments) Slide 24 (comments) -	Slide 1: "Generating -	Slide 43 (comments) Slide 4: "Session 1 - -	Slide 49: "What outd -	Slide 49: "Will it sav -					

Workshop	Source/Item	Tolerance for- Resilience of- Being comfortable with Ambiguity – Uncertainty	Embracing Risk	Human centeredness	Empathy / Empathic	Mindfulness and awareness of process	Holistic view/consider the problem as a whole	Problem reframing	Team working	Multi- / inter- / cross- disciplinary collaboration	Open to different perspectives/diversity	Learning oriented	Experimentation or learn from mistake or from failure	Experiential intelligence / Bias toward action	Critical Questioning ("beginners mind", curiosity)	Abductive thinking	Emissioning new things	Creative confidence	Desire to make a difference	Optimism to have an impact	
OPM2.5: Level 2 (5/5)	Transcripts	-	F2: "Facilitating you	F2: "People who are	F2: "To make everyo	-	-	F2: "So, rather than	-	-	F2: "And it's certainly	F2: "If we're thinking	-	F2: "Could it be about	F2: "How do we still r-	-	F5: "If you walk in wh	F2: "Reframing the q-	-	F2: "How do we still r	
		-	F2: "The key thing is	F2: "Today we're her	F2: "But actually, if y-	-	-	-	-	-	F2: "It's about bring	F2: "Acting on our lea	-	F2: "There's no point	F2: "Why are you usin-	-	-	F2: "We're discussing	-	F2: "So, how might w	
		-	-	F2: "If you want to he	F2: "So, you need to	-	-	-	-	-	F2: "So, this morning	F2: "The key thing is	-	F2: "If you use people	F2: "It's a very helpfu	-	-	F2: "Choose a couple-	-	F2: "And 'might' impl	
		-	-	-	F2: "There's no point	F2: "There's enormou	-	-	-	-	-	F2: "Then we're gonn	F2: "You just give it	-	F2: "Whereas that is	F2: "What are the dif-	-	-	F5: "And then there's-	-	F2: "Might is like, 'Ah
		-	-	-	-	F2: "Names are so pla	-	-	-	-	-	F2: "Thinking about	-	-	F5: "The important th	F2: "There is a great	-	-	F2: "You might not le-	-	F2: "Not necessarily
		-	-	-	-	F2: "And if we want t	-	-	-	-	-	F2: "You need to spe	-	-	F2: "If we're thinking	F2: "If we hear some	-	-	-	-	F2: "So, rather than t
		-	-	-	-	F2: "People who are	-	-	-	-	-	F2: "Meetings vs. wo	-	-	F2: "Acting on our lea	-	-	-	-	-	-
		-	-	-	-	F2: "What our policy	-	-	-	-	-	F2: "How do you brin	-	-	-	-	-	-	-	-	-
		-	-	-	-	F2: "If you have a mo	-	-	-	-	-	F2: "And why do you	-	-	-	-	-	-	-	-	-
		-	-	-	-	F2: "If you use people	-	-	-	-	-	F2: "Especially in the	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "Who are those n	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "People who are	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "So, if you're gonn	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "say, you're brou	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "Today we're her	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "If you want to he	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F5: "And then there's	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "If we're thinking	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	F2: "We need to be o	-	-	-	-	-	-	-	-	-
			Frequency	1	6	8	16	0	0	5	2	8	24	10	4	8	11	7	2	6	2
	Total Frequency	38	42	165	102	55	41	78	62	68	129	136	84	78	63	73	46	34	23	20	