

Managing Expectations

- Be transparent with all known information
- Assume we will push up against a hard boundary sometime
- Dare to dream - Blue sky
- Catch all ideas that meet the needs and feed them into future projects, advocacy, design opportunities

Managing Power Imbalance

- Bring everyone along for the whole journey
- Call out the elephant in the room
- Provide space for stakeholder groups to explore their needs separately before coming together
- Develop trust and respect of collective expertise which enables collaborative idea generation
- ALWAYS keep front of mind WHO the service is for, and prioritise meeting their needs

