

The ABCD Model for getting things done

A WHERE ARE WE NOW?

UNDERSTAND THE SITUATION AND THE PROBLEM

Operating Environment

What level of problem are we working with?
(Is it within our scope to change?)
What things are fixed?-What can be changed?

Issues

What is the nature/source of the unease?
Who knows what is really happening?
What stories highlight the situation?
What are the symptoms of the problem?
What is the real problem?

Systems in Focus

What are the systems that are related to and could be contributing to the issue?

Issues:

What are the issues associated with the problem?

FOCUSING QUESTION:
How do we address problem 'x'?

C WHAT DO WE NEED TO GET THERE?

YOU HAVE A COMPELLING ARGUMENT

What decisions can we make?
What design principles can we identify?
What specific strategies could we pursue?
Which of these strategies would:-

- Come closest to fulfilling our criteria for an ideal outcome?
- Provide us with the most leverage?
- Offer the best fit for our available resources?

HYPOTHESIS:
Doing 'z' would be best way to achieve 'y'

D WHAT WILL NEED TO BE DONE?

YOU NEED A PLAN FOR CHANGE

What steps do we need to take to implement 'z'?
What is the timetable for achieving 'z'?
What new initiatives and resources will we need to mobilise?
What new co-operative links will we need to establish?
What risks will we have to avoid?
How will we manage the change process?

PLAN OF ACTION:
These are the steps we will take

B WHERE DO WE WANT TO BE?

YOU ARE TARGETING ORGANISATIONAL BENEFITS AND OUTCOMES

What pictures or metaphors could we use to describe where we want to be?
What would be an ideal outcome?
What specific criteria could we use to identify a good outcome?
What values would be central?-What contributions do we want to make?

VISION STATEMENT/PICTURE:
We want to achieve or be 'y'?