

Jeff CONKLIN

Group 3 presentation

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Fragmentation & Collective intelligence

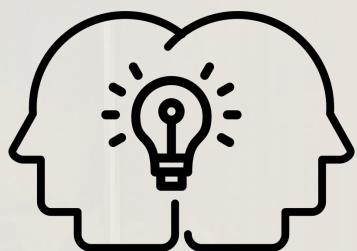
Fragmentation

- A phenomenon that pulls apart something which is potentially whole.
- Challenge collective intelligence
- Make collaboration difficult



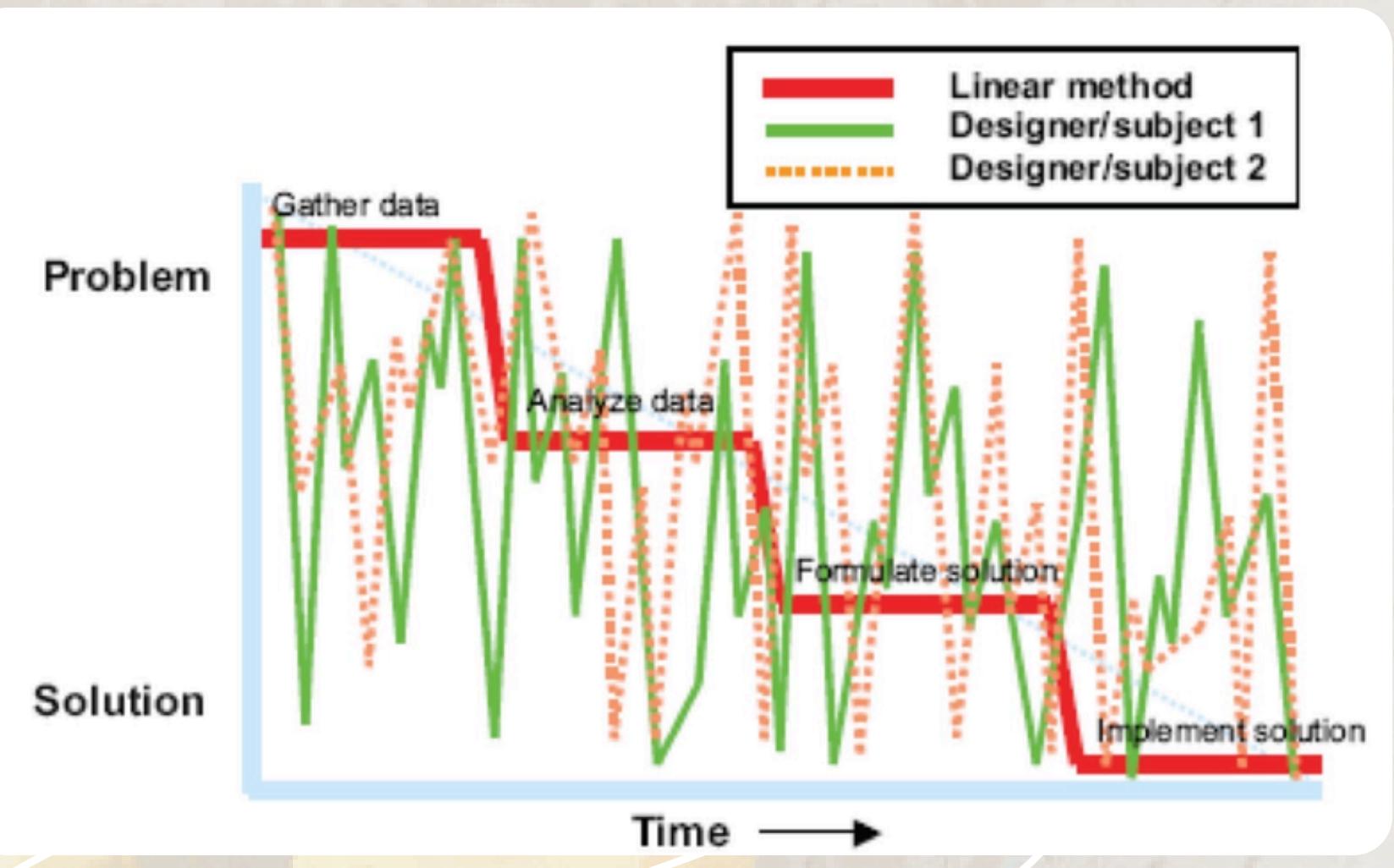
Collective intelligence

- Natural property of socially shared cognition
- Natural enabler of collaboration
- Process and outcome of effectively using knowledge to achieve a common goal.



Dialogue mapping

a facilitation technique
designed to help groups
tackle complex



- allows diverse group of people to generate coherence around wicked problems
 - coherence: stakeholders is clear about their roles & have shared understandings
- essential for addressing fragmentation and helps create collective intelligence
- However, it is only the first step towards building the literacy/fluency in organization
 - distinctions, tools, methods and practices for crafting shared understanding

Horst Rittel's 6 characteristics of wicked problems

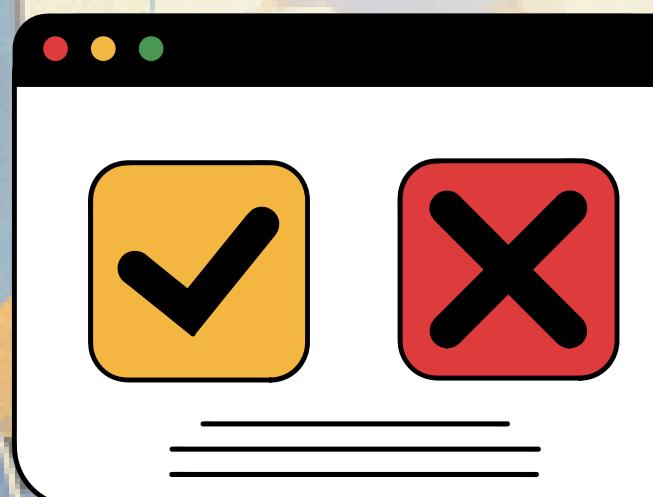
1.
You grasp
the problem
by solving it.



2.
Have no
stopping
rule



3.
Have no
right or
wrong



4.
is unique
and novel



5.
every solution
is a one shot
operation



6.
no given
alternative
solution

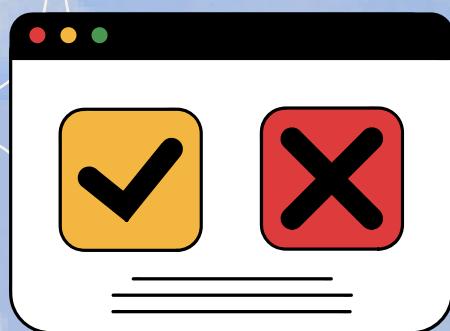


wicked problems in Conklin's lense



The full understanding of problem occur through the process of solving it

Solutions are not perfect, there is no clear point at which a wicked problem is solved



Evaluations of solutions are subjective, it requires deep facilitation and negotiation



There is no repeatable methodology, each one has its own specificity.



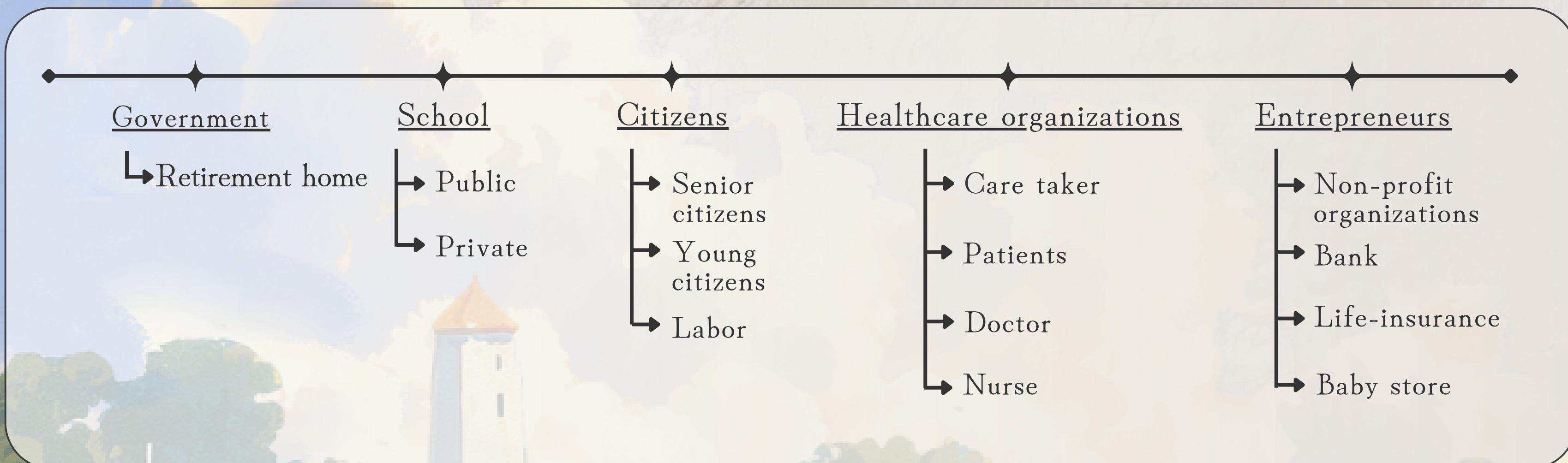
Actions taken to solve wicked problem has consequences that can't be undone



Challenges in wicked problems is identifying what possible solutions are available

Aging Society

STAKEHOLDERS



Aging Society*

ALIGN / CONFLICT

Align

- Non-profit organization
- Health care organization
- Life-insurance
- Lawyer
- Entrepreneurs
- Technology

Both

- Government
- Public schools
- Employers
- Employees
- Patients
- Caretakers

Conflict

- Government
- Citizens
- Baby (& kids) related business
- Employees
- Technology



Aging Society PERSPECTIVES

◆ Government

- Trying to maintain political policy and fiscal sustainability
- Maintain fairness between young and senior citizens
- Less student enroll in public schools (may result in budget cuts)

◆ Healthcare

- Demand for doctors and nurses increase
- Might grapples with limited budgets
- Need to adopt new technologies

◆ Citizens

- Less technology might be used (senior)
- Daily lives could be harder due to lack of amenities (senior)
- Worry about economic stagnation or taxes (youth)
- (Labor)

◆ Entrepreneur

- Life-insurance demand increased
- Bank = more deposits & trade
- Non-profit organizations increase
 - Higher demand (more people need help)
- Baby & kids related business
 - Demand decrease : less sale, lower profit

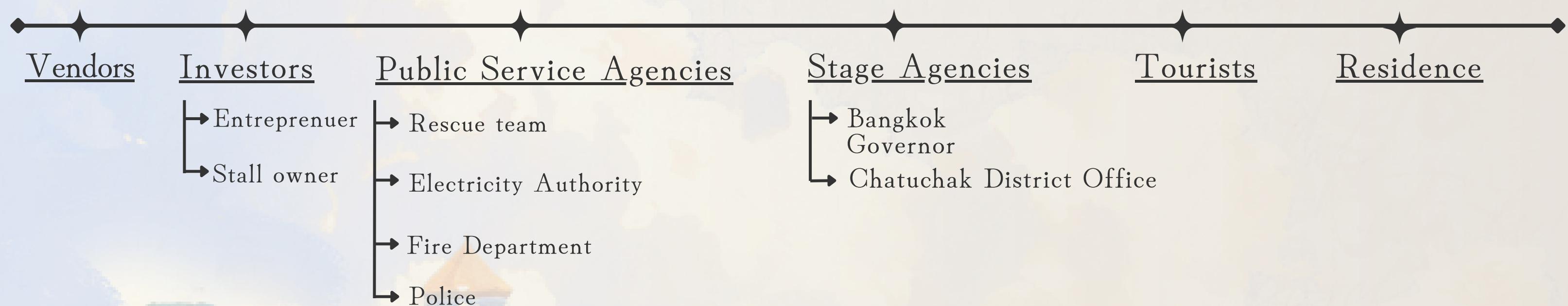
Aging Society

POSSIBLE SOLUTIONS

- Healthcare policy (eg. gold card)
 - Increase the hospital budget
 - Senior citizens welfare
- Elderly care facilities
 - Age-friendly area
 - More retirement home
 - Vocational training center for senior citizens
- Birth rate policy
 - Tax reduction for families with children
 - Government help pays for maternity expenses
- Labor
 - Utilized technology to fill labor gaps
 - Considered immigration to augment workforce
 - Prepare youth for high-value jobs

Hazardous Management

STAKEHOLDERS



Hazardous Management

ALIGN / CONFLICT

Align

- Chatuchak District Office
 - Fire and rescue department
 - Police department
 - Sellers
 - Tourists

Both

- Chatuchak District Office
 - Provincial Electricity Authority

Conflict

- Chatuchak District Office
 - Local residents
 - Sellers



Hazardous Management PERSPECTIVES

Public Service Agencies

Electricity Authority

- More frequent monitoring process
- Faced safety concerns raised by the community

Fire Department

- Increase workload

Investors

Entrepreneur

- Invest in alternative markets which have more stability

Stall owner

- Lesser revenue as vendors might move their businesses to other locations.

Vendors

- Receive lesser revenue
- Might face a loss
- If the stall was destroyed by fire, It might take a long time to recover

Tourist

- Lose trust in market safety
- Find alternative markets
- Affect Chatuchak market's economy and country image

Residence

- Affected by pollution resulting from smoke 'spillover effect'

Hazardous Management

SOLUTION

SHORT TERM

Installation

- Emergency exit sign
- Smoke detector
- Fire extinguisher
- Circuit breaker

Safety protocols

- Security check every 3-6 months

LONG TERM

- Remodel the market layout
- Switch to underground cable system

Thank you

