Institute on Governance — LEADING EXPERTISE

Institut sur la gouvernance — EXPERTISE DE POINTE

GOVLAB
The Governance Lab @ NYU

Defining Problems in Complex Times
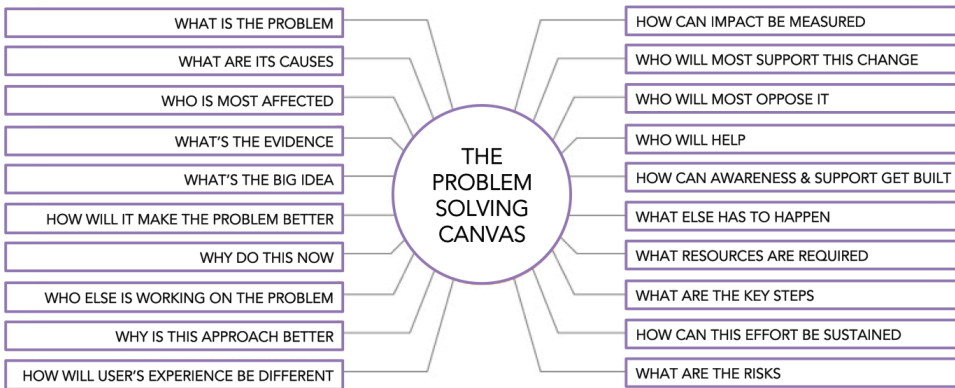
Unique joint offering

The Governance Lab at New York University (GovLab) and the Institute on Governance (IOG) are growing the public sector solution space in Canada by introducing a unique joint offering into the public sector marketplace.

Two-day deep dive on problem definition

This offering – a two-day, deep-dive workshop on problem definition – is consistent with the latest approaches to design-thinking. Its purpose is to help participants think more critically about the problem they are trying to solve, maximize the value of their solution by repositioning it upstream when appropriate, and ensure the problem is understood by the end users most affected. This approach is based on our observation that the downstream consequences of inexact, incomplete, or insufficiently rigorous problem definition are often frustrating and costly. When problems are ill-defined, solutions are needlessly expensive and detract from public sector outcomes.

Team-based and high touch

This highly interactive team-based workshop blends professionally-facilitated group discussions with mini-case studies, breakout sessions, and hands-on exercises using diagnostic tools such as the Problem Solving Canvas and Empathy Maps. It leads participants from a robust understanding of their problem to an efficient, actionable solutions path. Ideal candidates for participation are teams who are passionate about improving outcomes for stakeholders, intrigued by the opportunities within their reach, and eager for action.

THE PROBLEM SOLVING CANVAS

- WHAT IS THE PROBLEM
- WHAT ARE ITS CAUSES
- WHO IS MOST AFFECTED
- WHAT'S THE EVIDENCE
- WHAT'S THE BIG IDEA
- HOW WILL IT MAKE THE PROBLEM BETTER
- WHY DO THIS NOW
- WHO ELSE IS WORKING ON THE PROBLEM
- WHY IS THIS APPROACH BETTER
- HOW WILL USER'S EXPERIENCE BE DIFFERENT

- HOW CAN IMPACT BE MEASURED
- WHO WILL MOST SUPPORT THIS CHANGE
- WHO WILL MOST OPPOSE IT
- WHO WILL HELP
- HOW CAN AWARENESS & SUPPORT GET BUILT
- WHAT ELSE HAS TO HAPPEN
- WHAT RESOURCES ARE REQUIRED
- WHAT ARE THE KEY STEPS
- HOW CAN THIS EFFORT BE SUSTAINED
- WHAT ARE THE RISKS

Fully co-delivered

The workshop is co-delivered by the GovLab and the IOG. Follow-on support is also available in the form of courses already on offer from either of the partners, as well as customized training, advisory support, and/or project specific work.

About the Govlab

Founded in 2012, with funding from the MacArthur and Knight Foundations, the Governance Lab (the GovLab) brings together thinkers and doers who design, implement, and study technology enabled solutions that advance a collaborative, networked approach to reinvent institutions of governance. The GovLab aims to improve people's lives by changing how we govern.

About the IOG

Founded in 1990, the Institute on Governance (IOG) is an independent, Canada-based, not-for-profit public interest institution based in Ottawa. The IOG's mission is 'advancing better governance in the public interest,' which the Institute accomplishes by exploring, developing and promoting the principles, standards and practices which underlie good governance in the public sphere through research, teaching and advisory services.