

**Figure 2.2**

Spread from the YD/ project book (Suyling, Krabbendam, and Dorst 2005).

surfaced as a major theme, and so has the strange relationship between “care” and “control.” The experience of being involved in this unconventional problem-solving exercise has had a profound impact on the project partners.

[An employee of a partner organization:] During the process, relevant concepts, such as the issues of loneliness, fear, personal mobility, protection of the mentally handicapped, and the individualism of modern society were “refined.” This enabled us to approach these issues in a different way.

It is exciting to realize that all the new frames (ways of seeing) that emerged from the complexity of this problem situation enable innovation across the very different partner organizations.