Figure 5.3
Example of a problem situation map (made by S. Duisters, student of the TU Eindhoven, for a project on "loitering teens").

process, participants are strategically chosen for the different skills, experiences, and approaches they can bring to the table. This is important because the frame creation process is a "creative analysis": while the process is thorough and always based on facts, the directions chosen are contingent upon the experience of the participants—different groups will take a different line of action. Included in such a team are content specialists who have a deep and broad knowledge of the problem arena and are able to feed fresh information into all the stages of the frame creation process as new questions come up. As in other design activities, the environment in which frame creation processes take place needs to be rich in inspiration and conducive to reflection (see chapter 3).