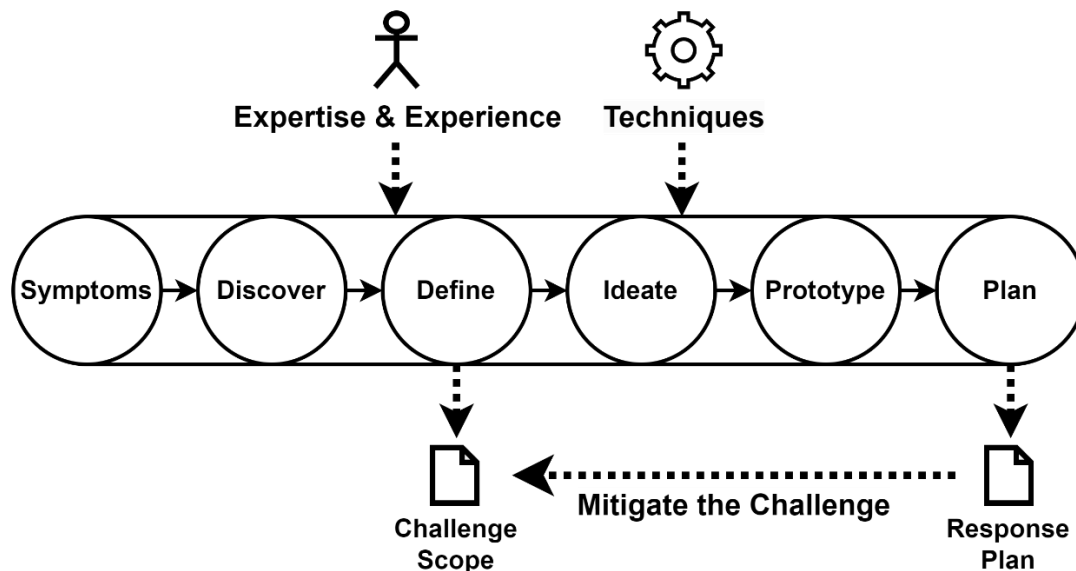**Exploring a Hybrid Framework of Design Thinking and Pluralistic Counselling: How Does It Affect Individual Responses to Wicked Problems?**

Information Letter

Additional Details

The Hybrid Framework

There are six phases in the Hybrid Framework:

1. Understand the symptoms of the challenge and how it affects people.

2. Collaboratively discover and analyse what is actually going on.

3. Define the challenge scope to align the response work.

4. Generate a range of ideas and possibilities.

5. Prototype selected promising ideas for efficacy and feasibility.

6. Devise a response plan to implement the selected change.

The Framework:

- Engages the expertise and experience of team members, experts, and other stakeholders.

- Leverages and fosters team members' creative confidence, self-efficacy, resilience, hope, and optimism.

- Applies a wide range of techniques from Design Thinking, Counselling, Organisational Development, and Business Management.

The Framework fosters the following working conditions:

- Inclusive of differences and diverse thoughts and perspectives.

- Open, authentic, safe, and courageous conversations.

- Collaboration based on respect and trust.

- Recognition of everyone's strengths and preferences.

- Relaxed, playful, and optimistic.

- Valuing mistakes and failures as learning experiences.

- Authentic feedback, both negative and positive, is greatly encouraged.

Work Phases

Engagement	Phase	Problem-solving Activity	Research Activity
Working Together Consultant-researcher is a member of your team Weeks 1-11*	1	Understand the challenge context The affected people and systems Previous mitigating approaches	Short Profile Survey Interview 1 Confirm Transcript
	2	Collaborative discovery A fresh look at the challenge Question assumptions and blindspots	
	3	Define goals, tasks, and success Discover strengths and resources Produce a Challenge Scope	
	4	Generate ideas Engage in brainstorming Select best ideas to prototype	
	5	Prototype ideas Review and refine ideas Shortlist the most feasible response	
	6	Plan Response Seek feedback from other stakeholders Produce a Response Plan	
End Working Together Week 12*			Interview 2 Confirm Transcript
Week 16*		Implement the Response Plan Consultant-researcher no longer involved	Interview 3 Confirm Transcript
Week 20*			Interview 4 Confirm Transcript
		Response Plan implementation continues as needed	

* The number of weeks is indicative only. The consultant-researcher will negotiate an appropriate timeframe/engagement period with your business.

Time Commitment for Research Tasks

The following table outlines the estimated time each participant will need to commit to data collection activities.

Week*	Data Collection Activity	Minutes
00	Short Profile Survey	10
01	Interview 1	60
	-- Transcript Confirmation	15
12	Interview 2	60
	-- Transcript Confirmation	15
16	Interview 3	60
	-- Transcript Confirmation	15
20	Interview 4	30
	-- Transcript Confirmation	10
Total commitment to research activities up to 4.5 hours across 20 weeks*		**275**

* The number of weeks is indicative only. The consultant-researcher will negotiate an appropriate timeframe/engagement period with your business to suit the project.

Examples of Interview Questions

The interviews will ask how participants experience the use of the Framework. They are not evaluative; there are no right or wrong answers. Examples of interview questions:

Here are three examples of interview questions participants can expect:

- How would you describe your creative confidence, self-efficacy, resilience, hope, and optimism?

- How comfortable are you with sharing non-optimal or not-completely-thought-through ideas?

- What was your experience of (a) using the Hybrid Framework and (b) engaging with the researcher?

Contact Information

Email the consultant-researcher of this project zern.liew@murdoch.edu.au or phone +61 413 33 77 44.

The consultant-researcher will be your primary contact for all questions and problem/conflict resolution relating to this research project. If you have any questions about any aspect of this research, please contact the consultant-researcher first.

This project has human research ethics approval 2023/147. If your problem cannot be resolved directly with the researcher, please contact the Murdoch University Human Research Ethics Committee: Call (08) 9360 6677 or email human.ethics@murdoch.edu.au