

PRIORITISE TOGETHER

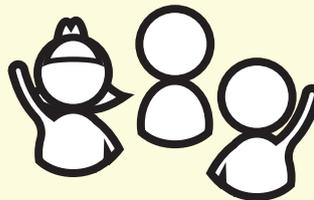
WORK TOGETHER TO FIND OUT WHAT MATTERS THE MOST

1 TO START, GET TOGETHER SOME THINGS TO DISCUSS AND PRIORITISE AS A GROUP.



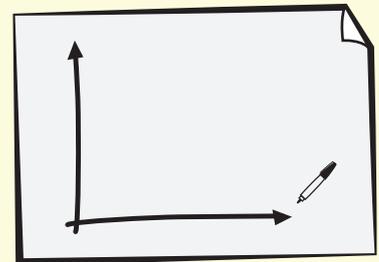
This works best with actual things, not objectives or goals.

2 NEXT YOU ARE GOING TO NEED SOME PEOPLE...



This could be colleagues around a table, everyone in a team meeting, or a one-to-one with a manager.

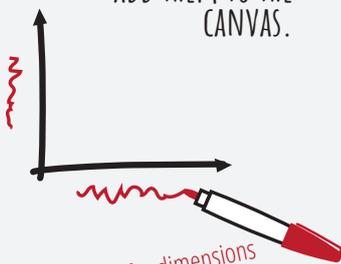
...AND A CANVAS TO WORK ON.



Page 3 of this PDF is a canvas you can print (as big as possible).

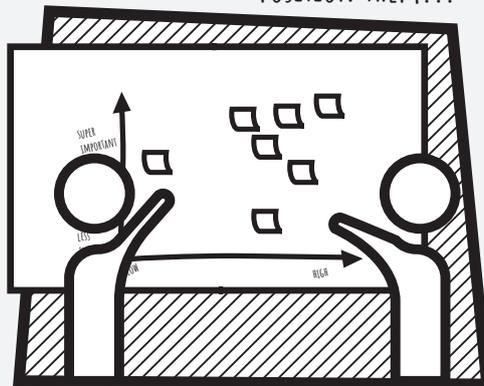
Or grab a whiteboard / flipchart.

3 PICK TWO DIMENSIONS TO PRIORITISE WITH AND ADD THEM TO THE CANVAS.



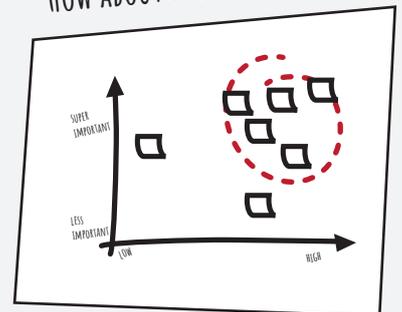
★ Suggestions for dimensions are on the next page. Impact vs. Cost is a cracker!

4 NOW ADD THE THINGS FROM STEP ONE. WORK TOGETHER TO POSITION THEM...

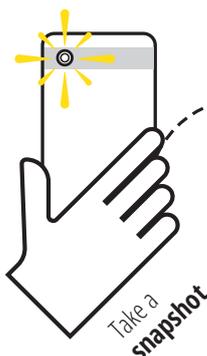


- ★ Sticky notes work well – one thing per note.
- ★ Using a big pen helps you photograph it in step 5.

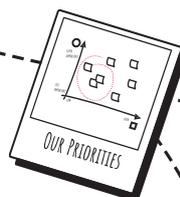
...ARE THERE ANY PATTERNS? HOW ABOUT THEMES?



5 DOCUMENT, SHARE & REPEAT.



Try the same activity with different dimensions.



If people are keen, repeat the activity with other people and see what they think matters.



Share it!
 Send it to the team, managers or whoever is interested in your analysis.



This tool was co-designed with young patients and staff from the Blackpool Teaching Hospitals NHS Foundation Trust

PRIORITISE TOGETHER

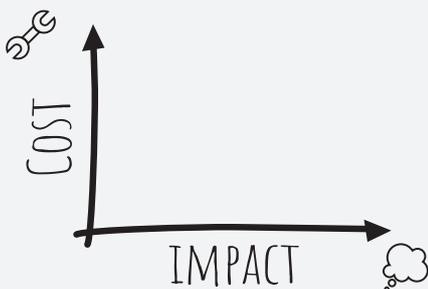
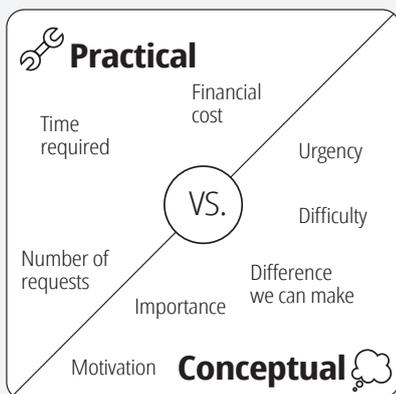
SUGGESTIONS TO DEFINE DIMENSIONS

Picking the right dimensions to use can be tricky. There is no one-size-fits all, so you need to pick dimensions that work for the things you are prioritising.

To help choose, why not have a look at three basic types of comparisons:

Practical vs. Conceptual

Compare things on using a concrete, practical dimension (like available budget) against something more conceptual (like how urgent is).



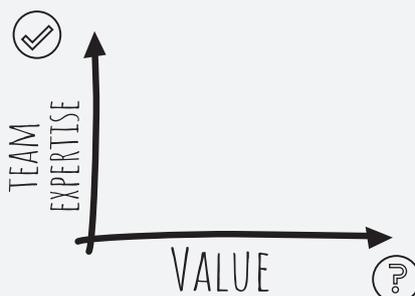
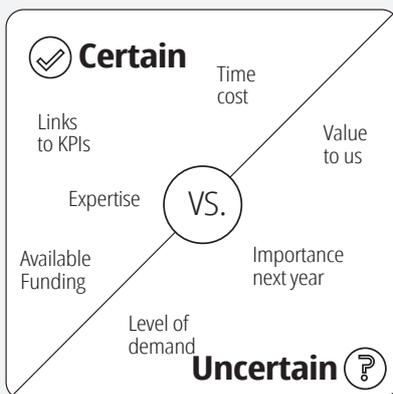
for example:

Cost vs. Impact of addressing customer comments

Working with pieces of customer feedback, compare the cost of addressing the feedback against the impact it will have on your service as a whole. This might help you decide where the quick wins lie for you and your team.

Certain vs. Uncertain

Compare something you can be certain of (like a number of work days) with something people might need to discuss before deciding on (e.g. how important something will be in the future).



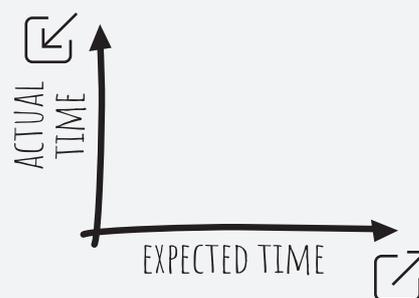
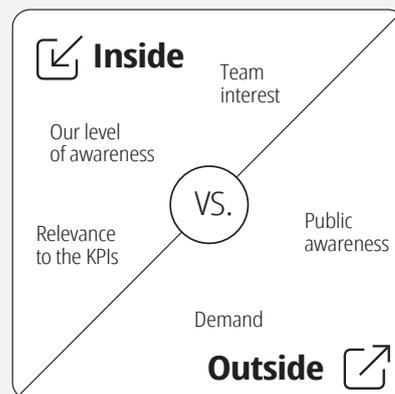
for example:

Team expertise vs. Value when planning training

Looking at opportunities for training, compare how much expertise your team currently has in an area with the potential value you could unlock by undertaking further training.

Inside vs. Outside

Compare you and your team's perspective on something (like how interested you are in it) with an outsider's perspective (for example, level of demand).



for example:

Actual vs. Expected waiting times for customers

Taking a typical KPI, waiting times, and comparing what customers experience with what they expected. This might help you target customers who don't get what they expect, rather than trying to address waiting times across the board.

