

**Exercise #1: The learning phase**

What do you want to learn?

Answer:

Who is the most impacted?

Answer:

How to engage and DEEPY LISTEN to them?

Answer:

**Exercise #2: Strategy creation and alignment**

1. What lesson did you hear from the learning phase?

a. Aha! \_\_\_\_\_  
\_\_\_\_\_

b. Confirmation \_\_\_\_\_  
\_\_\_\_\_

c. Equity Lens: \_\_\_\_\_  
\_\_\_\_\_

2. Top strategic issues that align with your mission

a. \_\_\_\_\_

b. \_\_\_\_\_

3. Conduct a GAP analysis to state the outcome (Desired State). Present State (based on learning phase) and how to filled the gaps ( your services)

a. Present State \_\_\_\_\_

b. Gap Service/Action: \_\_\_\_\_

c. Desired State (Outcome): \_\_\_\_\_

### Exercise #3: Execution and measurement

1. How to measure activities and outcomes?

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2. What information system need to be continuous reporting?

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3. Who will deliver the services?

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4. Do we have the organizational culture to implement the gaps?

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