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Discovery Workshops

January 2021

LMA Lloyd's Market Association + 6POINT6

What we will be covering today

- High level plan
- Focus in January
- Discovery approach, schedule & agenda
- Workshop ‘house rules’
- Intro to virtual whiteboard

“It is our mission to engage with you, work with and listen to you.

We want to understand your challenges, ideas, inspirations and insights to ground our vision of the future in evidence, from you, for you.

Collectively, we will re-shape the future of DA.”

High Level Plan

Oct–Dec 2020

Mobilisation & Readiness

- Project launch
- Discovery and Innovation participants identified
- Discovery participants recruited
- Workshop approach and schedule agreed

January 2021

Discovery

- Discovery workshops
- SME interviews
- Research findings consolidated
- Innovation topics identified
- Innovation participants recruited

Feb–Mar 2021

Innovation

- Innovation workshops
- SME interviews
- Innovation ideas consolidated

Vision build start

- Storyboard
- User journey flows
- High level benefits identification

May 2021

Vision published

Visuals launched on microsite:

- Business case
- Storyboard
- User journey flows
- Collated workshop outputs
- Collated interview outputs
- Future at Lloyd's compatibility assessment

Focus in January

- Identify the elements of DA that are causing the most pain to Stakeholders, grouping into themes that can be discussed in deeper detail during February to identify innovative new ways of achieving the right outcomes.
- Do this by engaging with different stakeholders across DA, ensuring wide coverage of the various roles, territories and classes.
- Use multiple different mediums and techniques to do this, including workshops, one on one interviews and surveys.
- Assess the findings from this activity and identify the topics to discuss in deeper detail during the innovation workshops in February.

January ‘21 Schedule

	Week 1 (04/01)	Week 2 (11/01)	Week 3 (18/01)	Week 4 (25/01)	Week 5 (01/02)
Activity:	Drop in sessions for workshop participants to re-familiarise themselves post-Christmas	4 x 60 minute Discovery workshops SME interviews	4 x 60 minute Discovery workshops SME interviews	4 x 60 minute Discovery workshops SME interviews	4 x 60 minute Discovery workshops SME interviews
Involves:	- DA Stakeholders - LMA Champion - 6Point6	- DA Stakeholders - LMA Champion - DA SMEs - 6Point6	- DA Stakeholders - LMA Champion - DA SMEs - 6Point6	- DA Stakeholders - LMA Champion - DA SMEs - 6Point6	- DA Stakeholders - LMA Champion - DA SMEs - 6Point6

Outputs:

- Insights from different stakeholder perspectives into what’s good, bad and ugly about DA right now
- Prioritisation of the top 5 items to tackle from each stakeholder in the workshops
- Groupings of all of the items identified during the workshops, into themes to consider in the innovation stage

Discovery workshop agenda

- Intro, recap and instruction on MIRO, including a practice run, placing things you like the most about the current DA model (the Good) - 15 mins
- All join the board and use personalised post it notes to place:
  - What you don't like (the Bad) - 15 mins
- Everybody casts 5 votes against the 'Bad' items on the board that they agree most strongly with (the Ugly) - 5 mins
- 6Point6 led review of items that received votes, asking the author to outline their thinking and inviting the group to discuss - 10 mins
- Innovative ideas/suggestions to address the ugliest items - 15 mins

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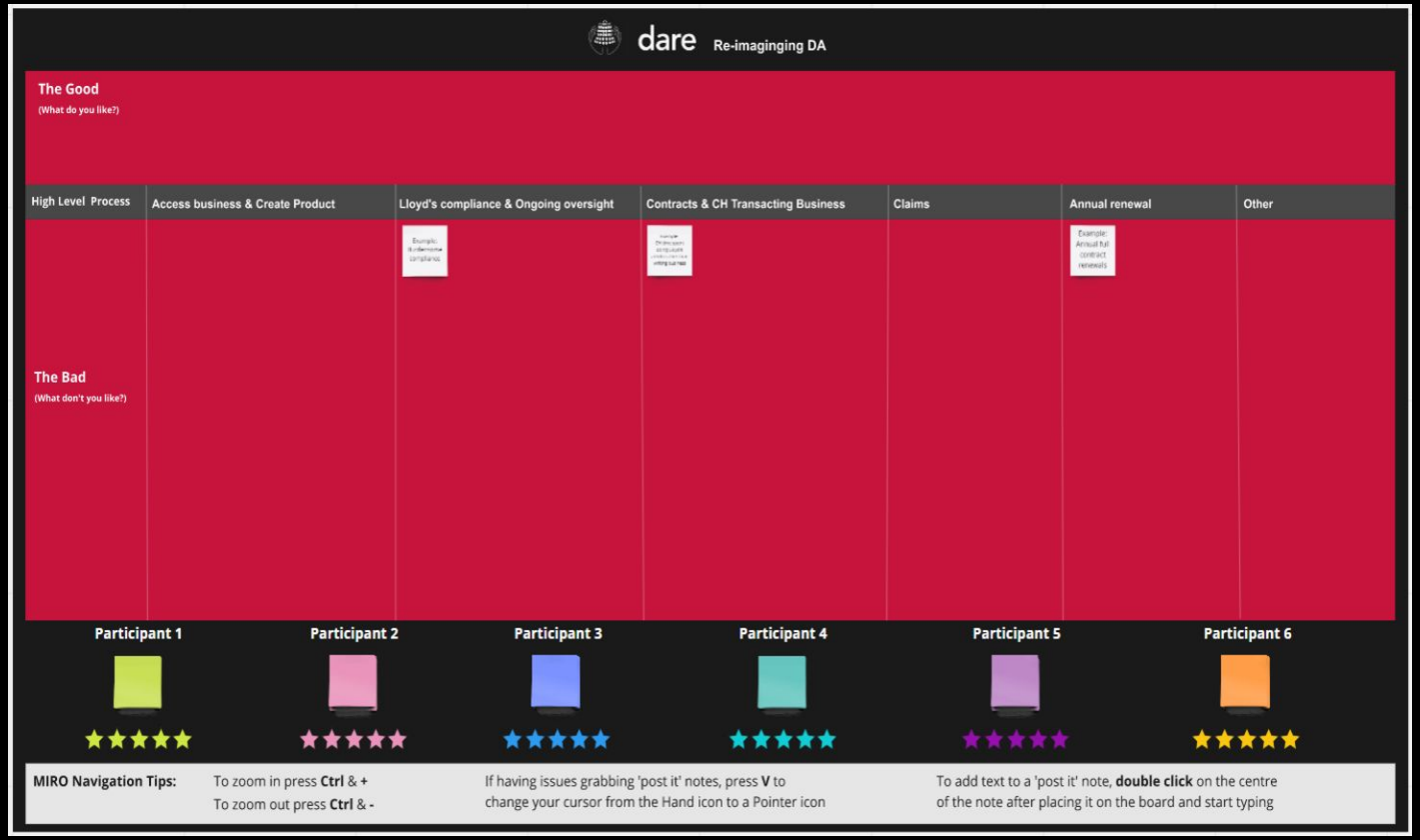
House rules

- We want everybody to feel free to say what they really think without any comeback. Please dare to be brave when sharing your thoughts, respect the thoughts of others and resist the temptation to get into a debate about statements that you may not agree with.
- These session are a safe space for us all to collaborate. Don't be scared to say what you think in these sessions. Outside of each group the information becomes anonymised.
- Nothing we're going to discuss will be commercially sensitive or provide a competitive edge.
- **Have fun!** There's no right or wrong with this, we just want your honest thoughts on what's good, bad and ugly about DA right now.

Online Whiteboard



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Whiteboard Navigation Tips

Using a trackpad:

Scroll the board in any direction by sliding two fingers on the trackpad

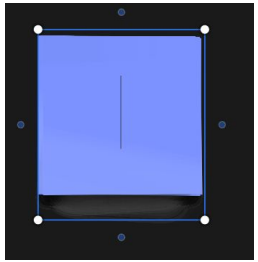
Zoom by pinching in and out

Using a mouse:

Click and drag the canvas to pan around the board

Zoom by scrolling the mouse wheel

Tip: If you are having issues grabbing a ‘post it’ note and moving it, make sure the ‘arrow’ icon is selected in the floating toolbar menu on screen
OR
Press **V** on your keyboard to toggle between the hand and pointer icons



Tip: Once you’ve moved the ‘post it’ note, double click on it to be able to add your note text.

If you'd like to try using a board before the workshop, there is a sandpit board for you to play with at:

lmadare.com/discovery

Together, we are going to change Delegated Authority

6POINT6

Thank you

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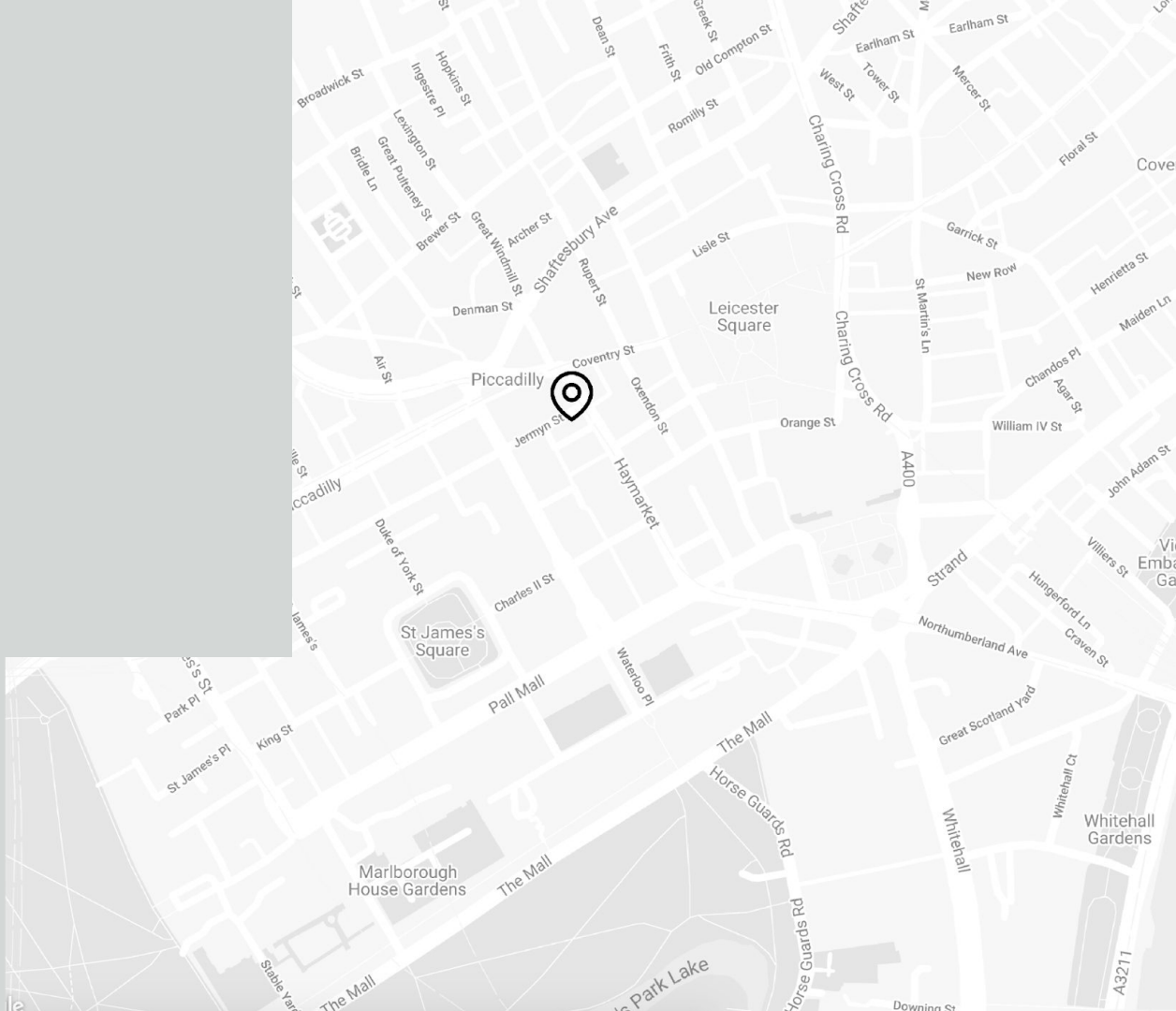
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