

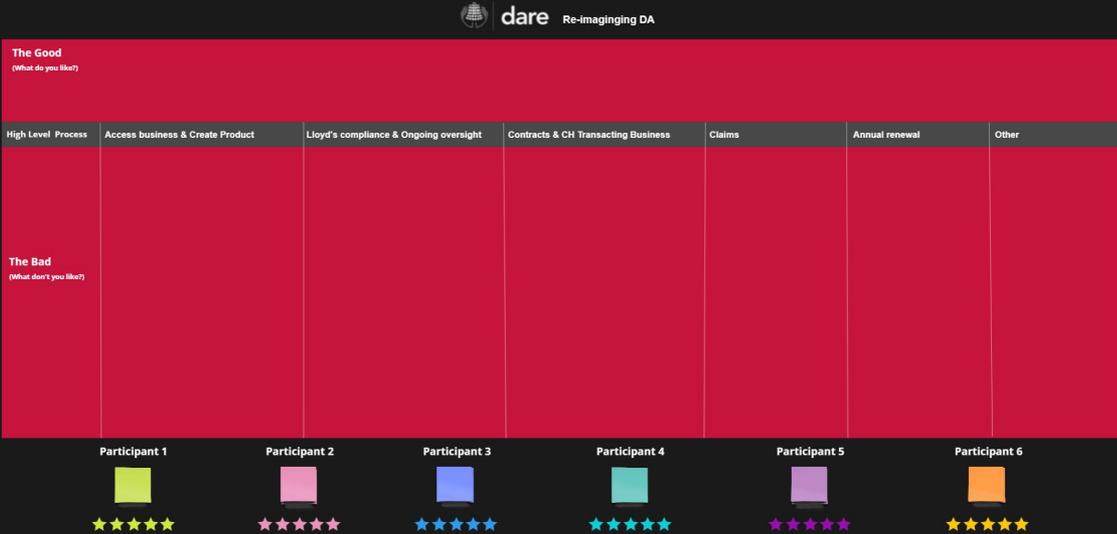
Discovery Workshops

Highly visual and interactive workshop routine to engage constructively with multiple different members of the DA community to assess what is good, bad and ugly about DA today from their perspectives. Attendees invited to add what they think is good and bad about DA today and then vote on the bad items to add priority.

All of these workshops to be conducted remotely due to COVID-19 restrictions and to allow global reach with DA community members outside of the UK.

Used as a means of collating evidence of the current issues whilst providing the community with a safe space to share their frustrations, getting things off of their chest to allow the Innovation workshops to be approached in the right manner, attitude and headspace to re-imagine Delegated Authority in a positive manner.

Supplemented by one-to-one interviews to validate discussion points raised during the Discovery workshops in more detail.



Discovery approach & schedule

Approach

Series of workshops, with up to 6 participants comprised of the different stakeholders who are involved in DA, to discuss and identify:

- What we like about DA right now and why
- What we don't like about DA and why
- What we want to put an end to in DA and why

Supplemented by a series of one on one interviews with subject matters experts. The focus of these interviews will change, based upon our continued findings in the workshops.

The insights generated from this exercise will be used to identify themes and topics to take into the innovation workshops in February.

Schedule

Runs for 5 weeks in total, with workshops taking place over a 4 week period.

Several drop in sessions will be hosted during week commencing 4th January for participants to re-familiarise themselves after Christmas with the activities that will take place in January.

Discovery workshops and SME interviews will commence on 11th January and conclude on 5th February.



SME interview approach & schedule

Approach

Series of one on one interviews with select subject matter experts.

The objectives of these interviews are to:

- Understand more about the SMEs role in DA
- Bolster research from the the discovery workshops
- Dig deeper into key findings/insights that have been unearthed during the planning & positioning, discovery and innovation stages of the project

The discussion content from these interviews will be documented, fed into the overall research findings and published as reports to support the design decisions taken to create a new vision for DA.

Schedule

Runs for 8 weeks in total, during January and February.

Interviews will be conducted at a rate of 2 per week, in parallel with the discovery and innovation workshops.

All interview will contain a common icebreaker element, producing output that can be combined with the workshops.

They will also focus in on key findings/insights that have been generated during the project. The specific items for discussion will change every 2 weeks to ensure that the interviews keep pace with the workshops.

Discovery workshop & SME interview 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	SME interviews	SME interviews	SME interviews
Involves:	<ul style="list-style-type: none"> - DA Stakeholders - LMA Champion - 6Point6 	<ul style="list-style-type: none"> - DA Stakeholders - LMA Champion - DA SMEs - 6Point6 	<ul style="list-style-type: none"> - DA Stakeholders - LMA Champion - DA SMEs - 6Point6 	<ul style="list-style-type: none"> - DA Stakeholders - LMA Champion - DA SMEs - 6Point6 	<ul style="list-style-type: none"> - DA Stakeholders - LMA Champion - DA SMEs - 6Point6
Outputs:	<ul style="list-style-type: none"> - 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 engagement coverage

15 workshops and **6** one-to-one interviews with **92** DA community attendees

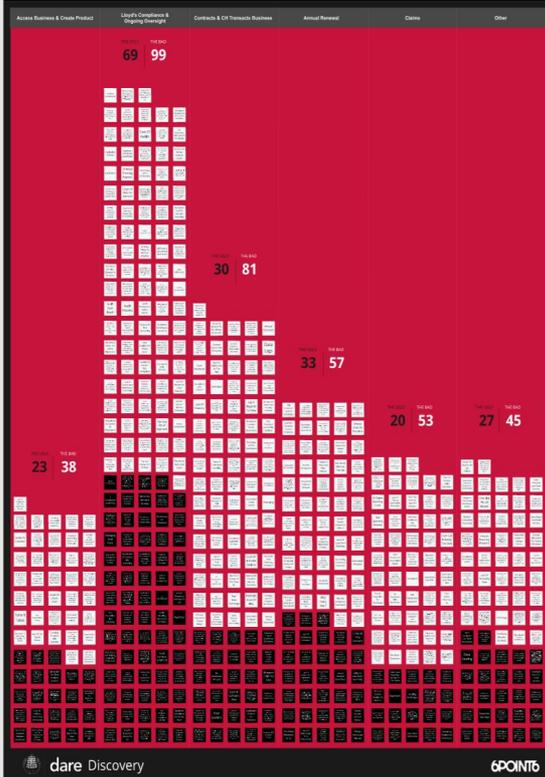
Workshop Attendees				
Stakeholder Group	Dec	Jan	Feb	Total
Broker		3	1	4
Broker with CH status		5	2	7
Coverholder		26	8	34
Managing Agent	12	14	2	28
TPA		1	3	4
Other		3	1	4
Totals	12	52	17	81

Interview Attendees				
Stakeholder Group	Jan	Feb	Total	
Broker	2	1	3	
Coverholder	3		3	
Managing Agent	4		4	
Other	1		1	
Totals	10	1	11	

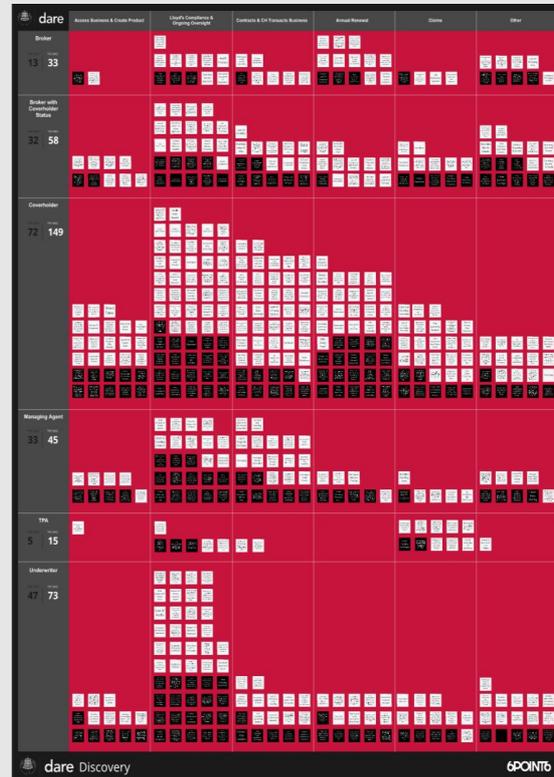
Attendee Locations				
Stakeholder Group	Aus/ NZ	Canada	UK	US
Broker			7	
Broker with CH status			7	
Coverholder	1	5	14	17
Managing Agent	1		31	
TPA	1		3	
Other			5	
Totals	3	5	67	17



Bad & Ugly Items by DA Stage



Bad & Ugly Items by Stakeholder group



Good items

