

# I Like, I Wish



To practice creativity as a team, members need to feel free to experiment, even during early efforts when results will be far from perfect. For that experimentation to translate into learning, at some point you need feedback, in order to identify weaknesses and make adjustments the next time.

The tool “I like/I wish” is immensely useful in introducing constructive critique into the innovation process. I like/I wish is helpful any time feedback is needed. Feedback starts with **honest praise**, in the form of positive sentences that begin with the phrase “**I like...**”. Suggestions for **improvement** then begin with “**I wish...**”.

## **INSTRUCTIONS:**

1. Pair up with another person (breakout rooms).
2. Pick an object or experience.
3. Each do 2-5 rounds of “I like, I wish”.
4. Pick a new object (take turns) and repeat until we come out of breakout rooms.

# Dream/Gripe Sessions



Talking about problems doesn't necessarily inspire ideas or energize you to act on them. Nor does wishful thinking. A Dream/Gripe Session helps you **translate** discussions about problems into **creative thinking challenges** you can start to tackle.

## **INSTRUCTIONS:**

1. Pair up with another person (breakout rooms) and select one person to go first (Partner 1).
2. Decide on a topic for discussion.
3. Partner 1 airs their dreams and gripes for ~4 mins while Partner 2 listens and takes notes.
4. Partner 2 reframes the dreams and gripes into open-ended questions that make for good innovation challenges. Try starting with the phrase "How might we...". Partner 2 should aim for 3-5 well-framed innovation challenges and share them with Partner 1. A good HMW question should allow someone to easily come up with 10 different ideas.
5. Pick a new topic and switch!

# Dream/Gripe Sessions



## FOR EXAMPLE:

**GRIPE:** It's so noisy around here that I have trouble concentrating.

*Challenge that's too similar:* How might we reduce noise so you don't have trouble focusing?

*Challenge that's too narrow:* How might we create more private offices so employees can concentrate better?

*Challenge that's too broad:* How might we help people focus?

*Challenge that's just right:* How might we design the space to accommodate a range of working styles?

**DREAM:** I wish our staff got their expense reports in on time.

*Challenge that's too similar:* How might we get people to be more timely with their expense reporting?

*Challenge that's too narrow:* How might we use a smartphone app to speed expense reporting?

*Challenge that's too broad:* How might we get people to have more respect for deadlines?

*Challenge that's just right:* How might we simplify the expense reporting process so that people can complete it more quickly.