

Observations, Questions, Ideas & Opportunities (OQIO) Tool

The purpose of the Observations, Questions, Ideas and Opportunities (OQIO) tool is to enable individuals and teams to make observations, and create questions and ideas arising from action and results, and to synthesise these into new opportunities for improvement. The tool requires creative and critical thinking, therefore an appropriate environment needs to be created. The worksheet for this tool is on the next page.

Steps for using OQIO with individuals

1. Using the worksheet on the following page, write down the 'Focus'.
2. Answer the question 'What observations can I make about the Focus, the action taken and the results achieved and not achieved?' Record the Observations in the appropriate column in the framework.
3. Answer the question 'What questions can I formulate about the Focus, the action taken and the results achieved and not achieved?' Record the Questions in the appropriate column in the framework.
4. Answer the question 'What ideas can I generate about the Focus, the action taken, the results achieved and not achieved?' Record the Ideas in the appropriate column in the framework.
5. Look at the Observations, Questions and Ideas and create and synthesise opportunities for improvement and innovation in the context of the Focus.
6. The assumption is that the OQIO is being used purposefully to develop opportunities for improvement, so two key questions should be considered as the last step in using the tool:
 - How will I action the opportunities?
 - Who needs to be involved in implementing them?

OQIO in a Round Robin (i.e. using OQIO in groups and networks)

1. Set up the venue for the activity by:
 - Writing down the 'Focus' so that it is visible to all participants
 - Establishing one 'station' or multiple 'stations' for each of 'Observations', 'Questions', 'Ideas' and 'Opportunities'.
 - A 'station' consists of butchers' paper stuck on a wall or easel with colour marker pens available and the item written at the top of the sheet.
 - Each 'station' needs to be far enough away from every other 'station' to make sure that people can focus on the 'station' they are visiting without distraction.
 - However, all the 'stations' need to be in the general vicinity of one another to create an atmosphere of energy and connectedness.
2. Divide the group into pairs (or threes at most) and equip each individual with a coloured marker pen.
3. Ask the pairs to stand at a 'station' marked either 'Observations', 'Questions' or 'Ideas' (not 'Opportunities' at this time). Give the pairs 2-5 minutes to think of and record 'Observations' if they are in front of an 'Observations' sheet, or 'Questions' or 'Ideas' as appropriate. After 2-5 minutes ask the pairs to move to a different 'station' and add their 'Observations' or 'Questions' or 'Ideas' to a list started by a previous pair. Reading what is already recorded will stimulate participants thinking and prevent unnecessary duplication. Participants can add comments to those contributions already on the list but may not detract from the intent of what is already written.
4. Once the pairs have recorded their 'Observations' and 'Questions' and 'Ideas' ask them to visit (in pairs) all the 'stations' to read and think about all the contributions recorded by the group. Ask pairs to then move to 'stations' labelled 'Opportunities' and ask them to synthesise (and record) opportunities for improvement and innovation.
5. Enable participants to reflect on the pool of opportunities developed and add more opportunities stimulated by this reflection.

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From:

Focus:
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Observations	Questions	Ideas	Opportunities