

Fresh Eyes

What is it?

Fresh Eyes is looking afresh at what is going on or a situation and is most effective when people from outside the team are brought in.

It can be used as part of *Creative Problem Solving (CPS)* specifically to help generate fresh perspectives.

In this context, Fresh Eyes is often used in conjunction with the *Go See* tool to deeply understand what is really happening.

When to use it?

When you and your team have really tried to make something work better but there has been little real improvement, this is a good time to use the **Fresh Eyes** approach.

The parable of the **Blind Men and the Elephant**, popularised by the 18th Century poet John Godfrey Saxe, illustrates how even with six different perspectives we can each become very wedded to our own.

The Blind Men and the Elephant

*It was six men of Indostan
To learning much inclined,
Who went to see the Elephant
(Though all of them were blind),
That each by observation
Might satisfy his mind.'*

John Godfrey Saxe (1872)

How to use it?

It can be really revelatory to bring in people from outside the team, whether those with specific expertise in the Focus methodology or those who are unfamiliar with the area or process, as they can help to generate fresh perspectives without the biases that can come from being overfamiliar with the process.

Use the 'fresh eyes' of new members of staff. Specifically ask them for their thoughts, from their own experiences working in other organisations, of what they have learnt that could help you improve the processes here.

Use the 'collective intelligence' of the team to bring all your ideas and concepts together and generate new ideas to find solutions in an 'ideal world'.

Benefits at a glance ...

- generates new ideas by providing a view of a situation from very different perspectives
- it's most effective when employed after you have already done a fair amount of work and could benefit from a new perspective from those unfamiliar with the process
- uses the 'fresh eyes' of new members of staff to gain differing perspectives