

Embrace uncertainty

Manage risk



SOLUTIONS ARE UNKNOWN Understanding of the problem is unclear. Risk cannot be managed.		SOLUTIONS ARE KNOWN Understanding of the problem is clear. Risk can be managed.	
EXPLORE Shaping direction Action is taken to open up new possibilities		TRIAL-AND-ERROR Creating basis for redesign Action is taken to find out what works	
PURPOSE		PURPOSE	
Experiment to generate awareness of new possible futures, identify options and opportunities and prepare for where to start		Experiment to test and challenge assumptions and identify fit and function of ideas and describe viable solution concepts	
LEARNING FOCUS		LEARNING FOCUS	
Learning for new perspectives and better understanding of problem		Learning about which actions and factors might contribute to make change happen	
KEY ACTIVITIES		KEY ACTIVITIES	
Exploring possible futures, identifying trends, reframing challenges, identifying assumptions, uncover biases		Prototyping idea concepts, conduct multiple parallel experiments; reveal unexpected consequences and potential	
SUGGESTED METHODS		SUGGESTED METHODS	
Speculative Design, Horizon scanning, Foresight, Ethnographic Research, Citizen Science, Crowdsourcing, Positive Deviance, etc		Prototyping, Human-Centred Design, Behavioural Economics, Data-led approaches, Open Innovation, etc	
		Randomised Control Trials, Pilots, A/B testing, Multiple Parallel Experiments, Quasi-Experimental Designs, Development Evaluation, etc	