

Service design workshop

A half-day session to turn service feedback into a delivery plan.

What we will leave with

- One agreed service journey
- Three prioritized improvements
- An owner and next step for each improvement

Agenda

Time	Session	Output
09:00	Current journey	Shared map
09:45	Friction and evidence	Ranked pain points
10:45	Options and trade-offs	Three candidates
11:30	Commitments	Action list

Exercise sheet

1. Describe one difficult moment

Who is trying to do what, and where do they get stuck? Use an observed example.

2. Propose the smallest useful change

Describe what the person will be able to do after the change.

3. Choose the first check

What evidence would show that the change helped? Who will collect it?
