

- Skills for Working with Groups
- Group facilitation
- Consensus building, collaboration, and decision making
- Audience and presentation skills
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- Information Gathering Techniques
- Library and document research
- Internet research
- Surveys
- Interviews
- Experiments
- Simulations
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- Tools for Phase 1: Understanding the problem and its context
- Visioning
- Hopes and fears
- Service objective
- Strategic framework
- Stakeholder analysis
- Positioning charts
- Partisan analysis
- Process analysis
- Self-assessment tools
- Models of problems
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- Tools for Phase 2: Identifying and testing solutions
- Best and current practice research
- Technology awareness reviews
- Benchmarking
- Environmental scanning
- Models of solutions
- Modest, moderate, elaborate alternatives
- Prototyping
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- Tools for Phase 3: Evaluating and making smart choices
- Risk analysis
- Scenario building and forecasting
- Cost estimation
- Cost-benefit and cost-performance analysis
- MAU models
- Prioritizing methods
- SWOT analysis
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