

A Fresh Pair of Eyes... at a glance

What?



A Fresh Pair of Eyes is a tool to help generate new ideas by viewing a situation from very different perspectives.

We naturally view situations using our own perspective and experience. To get radical new ideas and ways of working, it is important to look at things from perspectives that are different from our own.

How?



1. Define the problem or issue.
2. Randomly select alternative viewpoints and view the problem from that new perspective.
3. Ask the following questions:
 - What would be important to them here?
 - What aspect of the topic would they focus on?
 - What ideas and approaches might they have?

Viewpoints could include people from all walks of life: politicians, parents, comedians, children, retired people, teachers, etc.

4. Reflect on what has been generated and think about how these ideas could be adapted for use in your situation.
5. If there is a particularly useful concept, you might want to carry out a brainstorming session focussing on that concept to explore it further.

Why?



Try using the Fresh Pair of Eyes tool if you feel you have tried to make something work better but there has been little improvement or when you feel that all the options being suggested are just variations on what happens already.

Want to learn more?

A Fresh Pair of Eyes v1.0



<https://www.england.nhs.uk/wp-content/uploads/2022/01/qsir-fresh-eyes.pdf>

For more information and examples



A Fresh Pair of Eyes... continued



TIPS...

The whole process may only take an hour of your time: 30–40 minutes to gather all the ideas and 20 minutes to decide what to do next. You should aim to use at least four or five different perspectives and record the combined results so that you can review the ideas later.

If you are really struggling to see how a particular viewpoint would link to your issue after giving everyone a chance, just move on to a different perspective. It will help if you are able to give some examples of how different perspectives can be applied to common healthcare issues so that people can see how the tool works. These can be used as warm-up exercises.

The list of different fresh eye perspectives can be added to, changed or modified. You could set the group a warm-up task of identifying a list of different job roles and then use these in the session. Try not to censor the choice of perspectives, some will work better than others but all are valid.

Even if you can't see an immediate connection, others probably will.

