



Strategic Thinking Competencies and Ideas to Consider

Competency	Questions/Ideas to Consider
Anticipate What's Next	<ul style="list-style-type: none">• What are trends we are noticing with our customers? Competitors? How people use our products?• What services are most in demand right now and how might that demand shift in the next 1-3 years?• What customer expectations or challenges are not being met?• What new technology do we need to learn to stay ahead?
Challenge What You Know	<ul style="list-style-type: none">• If I were just starting this job what would I do?• How useful is this practice for helping us be the best we can be? For helping us to think creatively?• ETDT - Eliminate the Dumb Things• What is getting in the way of ultimate success?• Shop around for new ideas from customers, competitors, etc.• Make idea-gathering part of your weekly tasks.• Call customers who have and have not used your services in the past 3 months and ask why.
Adopt a Systems Perspective	<ul style="list-style-type: none">• What's been happening? Have we experienced this before?• How could this issue or opportunity shift and look differently in the future?• What are all the key factors, people or parts involved with this issue or opportunity?• What are the relationships among these key factors? What patterns exist?• How am I part of the problem or opportunity? Where do I fit?• What about our thinking, beliefs or assumptions allows this to persist?
Clear Focus and Intent	<ul style="list-style-type: none">• What are our purpose, vision, and goals?• How will we know if we are successful?



Competency	Questions/Ideas to Consider
Consider Past, Present and Future to Make Decisions	<ul style="list-style-type: none">• Where are we today? Where do we need to be 1 year from now? 3 years? 5 years?• What can we learn from our past experiences to help us move forward?• What might change in our environment in the future?<ul style="list-style-type: none">• Using SWOT analysis• Using Scenario Planning
Engage in both Creative and Critical Thinking	<ul style="list-style-type: none">• Allow time for brainstorming and exploration which invites opportunity• Engage in creative thinking with your team<ul style="list-style-type: none">• Take a time out• Present what if questions• Wall of shame• Customer for a day• What's the worst that can happen?• Five why's• Look into the crystal ball• Use metaphors• Play• Challenge the rules
Be Responsive to Opportunities	<ul style="list-style-type: none">• Stay on top of industry trends to discover opportunities.• Develop a list of opportunities facing your organization. Assign people to opportunities.• Allow time and resources to explore opportunities

What competencies do you want/need to develop?