Workshop 2

4C Opportunity

One day for a justified starting point

Situations from your actual work

Purpose

Today’s decision

Operational bottlenecks and usable end results instead of demo appeal

One bounded starting point with an accountable owner

Open assumptions stay visible

Shared basis

VOP and knowledge loop

KSE provides evidence, TalkTo orchestrates use, Voice runs the conversation

Frontend shows understanding and status

Knowledge review in overmind.talk and confirmed KSE adoption are separate steps

Review framework

The four Cs

Context: knowledge and situation; Code: systems and actions

Culture: people, language and ways of working

Compliance: access, approvals and data boundaries

15 minutes

Demo and observation

Ask one sourced question and a follow-up

Test a question without a source

Separate observations from assumptions

Context · 75 minutes

Everyday situations

Everyone brings three concrete events

Record role, trigger, task and consequence

Collect silently first and share in turn

Worksheet 2.4

Candidates as sentences

When a trigger occurs, a role needs to complete a task

Required context and an observable result complete the sentence

Examine five or six candidates in depth

Code · 45 minutes

Systems and action boundaries

Sources, systems and accountable owners

Distinguish reading, drafting and committed action

Review permission, confirmation and error handling

Culture · 45 minutes

Users and work setting

Record language, terminology, noise and devices

Capture concerns as concretely as benefits

Test assumptions with target users

Compliance · Worksheet 2.5

Start gates before scoring

Prohibited data use and missing rights block the start

Unresolved critical actions need a decision

Pending approvals receive an owner and date

Worksheet 2.6

Scoring scale

1 low readiness or impact, 3 medium, 5 high

Each score needs a rationale and source

Unknown stays unknown

Calculation rule

Impact and feasibility

Feasibility = mean of the four Cs; priority = impact × feasibility

Enter candidates and evidence in the table and plot them in the matrix

Unknown stays blank; gate status remains separate from the score

Positioning

Priority matrix

Appendix A: record impact, the four Cs, gate and evidence for each case.

Appendix B: feasibility horizontally, impact vertically. Appendix C: downside assumptions.

Change the facts for B: Context evidence is missing. The process owner blocks handover pending review. What follows for A, B and C?

Uncertainty

Challenge the ranking

Which assumption supports first place?

Does the choice hold under less favourable values?

Which information could change the decision?

Check catalogue reference and current sources

TalkTo mapping

Customers and Product for customer questions and product information

Knowledge and Expert for knowledge; Report and Data for reports and figures

Train for practice and Process for approved processes

Sponsor decision

Starting point and boundaries

One use case and one accountable process owner

Scope and explicitly excluded tasks

Data and questions for format 3

Close

Handover and report

Opportunity report within five working days

Provide baseline sources and volumes for measurement planning

Every open point has an owner and date