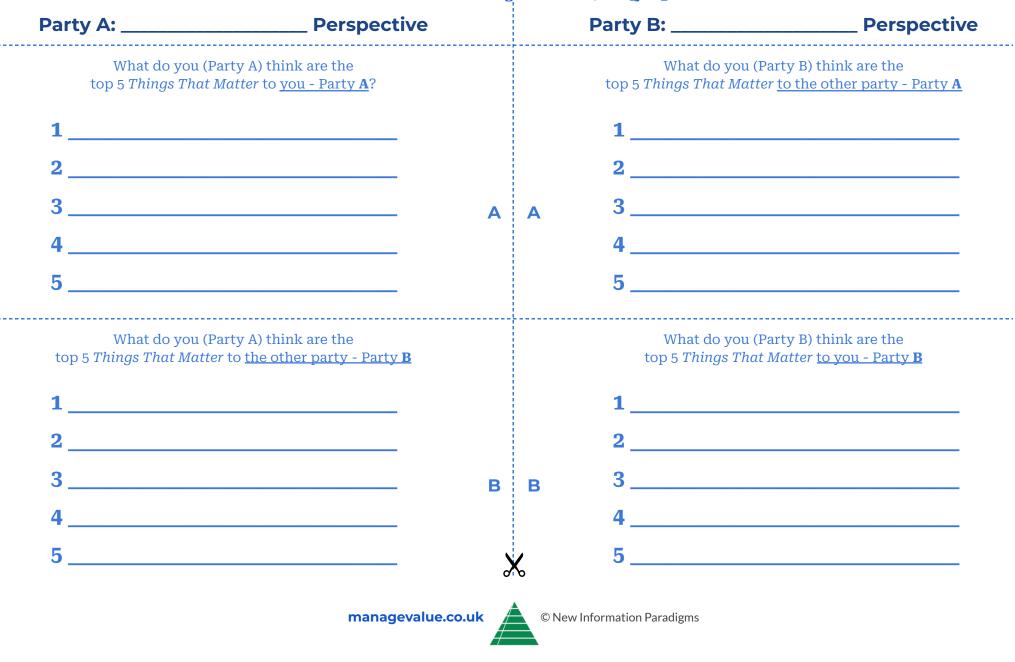
Exercise: Compare perspectives on Things That Matter



Warning: this is an introductory exercise, intended only to allow people to get some sense of the Things That Matter approach and to demonstrate its relevance; it is *not* a substitute for the full approach. For more info - visit managevalue.co.uk/dont_just_ask



Instructions

- 1. Cut or fold the page down the middle (top to bottom)
- 2. Party A: capture your perspective on the left side
- 3. Party B: capture your perspective on the right side
- 4. Compare and contrast both perspectives side by side

Look for:

- $\hfill\square$ areas of alignment
- \Box any differences in language / terminology
- $\hfill\square$ any differences in priority ranking

Notes:

Don't worry if there are significant differences in perspectives - this is normal!

There is often greater alignment in perspectives on what matters to the 'customer' (after all, it's imperative for a supplier to understand what matters to their customer).

Don't just ask what matters without a plan to deal with it.

Visit managevalue.co.uk/dont_just_ask (or scan the QR code).



