

### Activity 2-A Policy Conceptualisation (30 min)

Select one policy challenge as a case study. Discuss how the policy challenge might be approached by considering the following questions. The staff with the challenge is the knowledge source. The rest may become the facilitators or knowledge sources too.

Policy Challenge:

- a) How is the policy challenge related to the institution's strategy?
- b) What improvements are we trying to achieve? [purpose/objectives]
- c) Is a formal policy\* needed? Why? [\* policy, procedure / process flow, guideline, form]
- d) Are there external requirements related to this policy challenge?
- e) What related documents are already in place?
- f) What do we already know about the matter? What are the key issues? [framing]
- g) Who are the key stakeholders? What do they want? What do they know? What are their concerns?
- h) Based on the information collected so far, what are the key policy sections needed?
- i) What are the potential key points under each of the key policy sections?
- j) If time permits, change the key points into complete sentences. *Note: It is important to differentiate between mandatory and optional requirements or steps.*