

# New Ways of Thinking

This 'ways of thinking' framework provides a consistent approach that can be applied at all levels of thinking, whether it be how to handle an individual case or making a strategic decision about future service design. The framework is centred around understanding customer needs, aims and contextual information (things that impact on customers such as job opportunities or health issues). The framework consists of 5 core elements, AIM, KNOW, DECIDE, RESPOND, REVIEW as set out below.

## A 'ways of thinking' framework for the organisation that can be applied to all decision-making for the council

