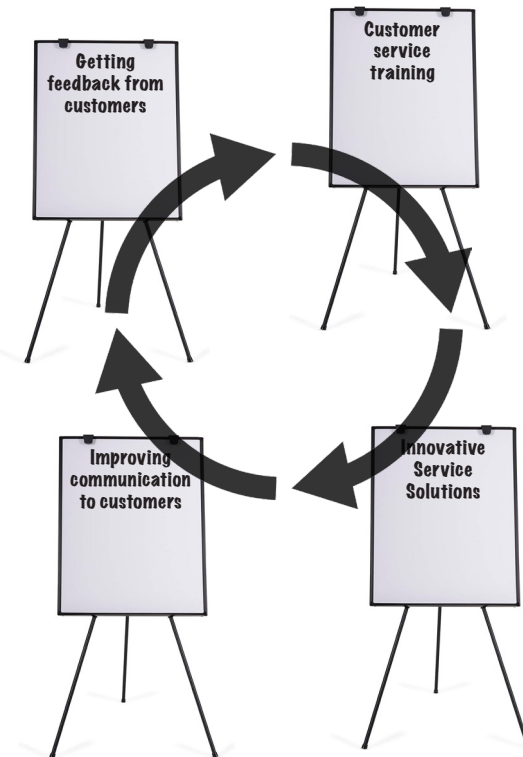


EXAMPLE CAROUSEL PROCESS

Twelve people are getting together to discuss customer service. In a previous meeting, the group identified four strategies. In this meeting, they're aiming to develop potential actions for each strategy. They'll use the carousel process to do this. Here's how:

- 1** The 12 people divide into four groups. Each group of three people goes to a different station.*
- 2** Each group discusses and generates ideas related to their station's prompt. They write their ideas on the flipchart. You have four conversations going at once.
- 3** After a set amount of time, all groups shift clockwise to the next station. They review and build upon earlier written ideas, and they can add new ones.
- 4** Continue rotating through all the stations to see the accumulating ideas, to refine, and to add new ideas.
- 5** After everyone has been to all the stations, each group returns to its original station to synthesize ideas and report to the whole group.



* These numbers are for example purposes, but as a general rule, try to have no more than four people per station.