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WOXSEN
UNIVERSITY
SCHOOL OF ARTS & DESIGN

BUILDING BRIDGES:

DEVELOPING A SOLUTIONS MINDSET

A Strategic Capability-Building Workshop for Mid-Level Managers

Organised by BOAT, a corporate alignment division of
School of Arts & Design, Woxsen University

Participants: 28, mid-level managers and coders

International Resource Experts:
Dr. Tony Reeves (UK) & **Phil Gomm** (UK)

Executive Narative

In April 2025, Woxsen University had the privilege of hosting **two distinguished international experts from the United Kingdom—Dr. Tony Reeves and Phil Gomm**, globally recognised leaders in learning design, organisational systems thinking, and creative problem-solving. Their visit represented a significant moment for Woxsen University's School of Arts & Design, reinforcing its commitment to bringing world-class expertise into the Indian corporate learning ecosystem through BOAT.

During their visit, they facilitated a powerful workshop for mid-level managers at **Pathsetter.ai**, a rapidly growing AI and IT services company. The workshop, titled **"Building Bridges: Developing a Solutions Mindset,"** addressed the universal challenge faced by modern organisations: bridging the gap between technical problem-solving and holistic organisational understanding.

Through structured activities, the international facilitators enabled participants to surface hidden assumptions, articulate organisational realities, and build collaborative strategies for developing effective client solutions. Their global exposure, research-driven methods, and cross-cultural facilitation experience created a rare opportunity for Pathsetter's team to learn from international best practices in systems thinking and solution design.

Intent

The workshop was designed to help participants:

- Develop a solutions mindset grounded in international frameworks and contemporary problem-solving models

- Recognize formal and informal (hidden) job responsibilities

- Identify structural and cultural barriers that hinder solutions

- Strengthen communication between technical and business teams

- Apply globally practiced, research-backed approaches to solution development

- Build shared ownership and cross-functional collaboration

Workshop Design & Content Overview

The 90-minute session consisted of three structured, experiential components—each adapted from internationally validated facilitation models used by the Centre for Learning Design (UK).

1. Experience Mapping

Participants used a reflective, cross-functional mapping technique commonly used in global innovation workshops. They explored:

- Barriers they face in developing solutions

- Misunderstandings about their roles

- Structural or cultural constraints

These surfaced systemic patterns—aligning with international systems-mapping methodologies.

2. The Solutions Loop

The Solutions Loop framework, introduced by international facilitators, is used across industries in the UK and the EU.

Participants practiced:

- Understanding the real problem

- Generating multiple approaches

- Evaluating trade-offs

· Proposing solution pathways

This section strengthened their ability to handle complexity and ambiguity—skills essential in global AI and IT environments.

3. Barrier Bridges

Participants collaborated to design "bridges," a visual strategy tool used in international design agencies.

Teams identified:

· One barrier developer can address

· One barrier manager can address

· One mutual agreement needed for organisational coherence

This exercise not only empowered participants but also mirrored international practices in building team alignment and shared responsibility.

Impact & Key Insights

Influence of International Expertise

Participants benefitted greatly from exposure to facilitators with global experience in:

· Systems thinking
· Educational innovation
· Organisational development
· Creative problem-solving

Their methods brought international standards of facilitation into an Indian corporate context.

Surfacing Hidden Work

The workshop helped participants articulate responsibilities and pressures that are typically invisible—improving empathy and collaboration.

Stronger Solutions Mindset

Participants recognised that effective solutions require more than technical skills; they require:

· Clear communication
· Empathy
· Cross-functional awareness
· Anticipation of barriers

Improved Collaboration Across Hierarchies

Mixed-group activities created a psychologically safe space for honest conversation—guided by the facilitators' cross-cultural sensitivity and experience.

Why This Matters for Indian Corporates

Indian companies increasingly work in global markets and complex digital ecosystems. This workshop equips teams to:

- Align technical and business thinking

- Improve cross-functional collaboration

- Reduce rework, delays, and communication gaps

- Adopt international best practices in solution design

- Handle complexity with confidence

The presence of international resource persons adds depth, credibility, and global relevance to the learning experience.
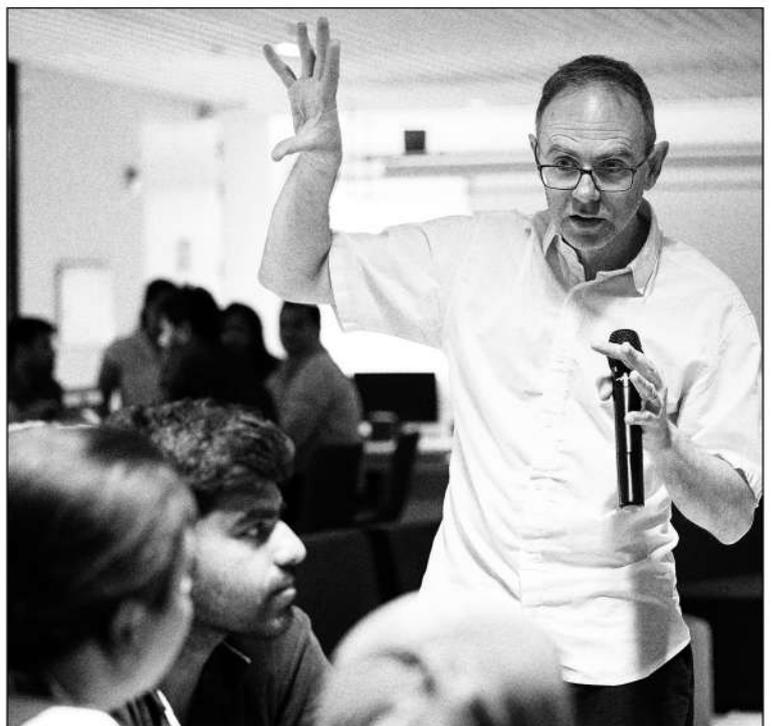
International Resource Experts

DR. TONY REEVES
Managing Director of Ding Learning Ltd. and Co-Founder of the Centre for Learning Design

An expert in immersive learning experiences and educational entrepreneurship, Tony Reeves is renowned for his pioneering work in learning design and digital pedagogy. Ding has been working in collaboration with Woxsen University for three years, having founded the Centre for Learning Design to develop visibility for learning design and demonstrate how learning design and learning technology can benefit Indian higher education.

PHIL GOMM
Director of Learning Experiences, Ding Learning Ltd.

Phil is an award-winning writer, director, and producer with extensive experience in the successful design, delivery and dissemination of creative education. He has pioneered Ding's approach to creative learning design and has led ambitious multi-participant projects for clients including Creative Europe and Amnesty International.
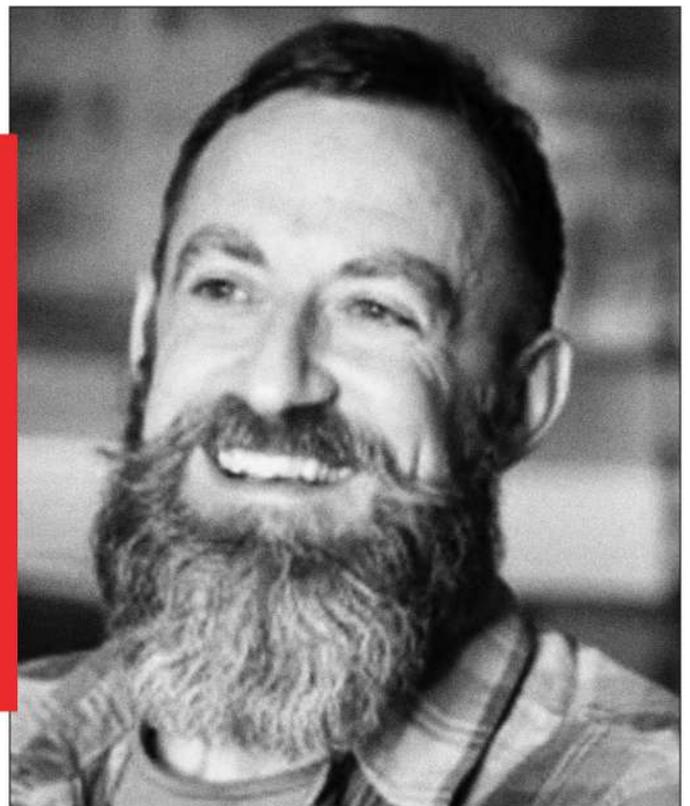
Why Organisations Choose BOAT

. Access to **international resource persons** through Woxsen University
  partnerships
. Hands-on, systems-based, and design-driven learning interventions
. Multi-disciplinary facilitation backed by global best practices
. Strong academic foundation under the School of Arts & Design
. Tailored corporate training designed for real-world organisational challenges
. Proven impact across national and international contexts

BOAT Profile (brief)

BOAT is the corporate alignment division of the **School of Arts & Design, Woxsen University.** BOAT offers design-driven capability building, executive education, creativity training, and strategic consultancy for organisations across India and abroad.

_____ **Expertise**

. Executive Education
(MDPs, FDPs, Leadership Programs)
. Strategic Consultancy
. Human-Centred Research
. Strategy & Foresight
. Branding & Packaging
. UX/UI & Experience Design

Contact:

Kushal Kumar Banerjee
Professor of Practice Corporate Alignment, SOAD

kushal.banerjee@woxsen.edu.in
ca.soad@woxsen.edu.in

Locations

. Woxsen University Campus, Hyderabad
. Services offered in in-person, online, and hybrid modes