

CONSTABLE RESEARCH BV

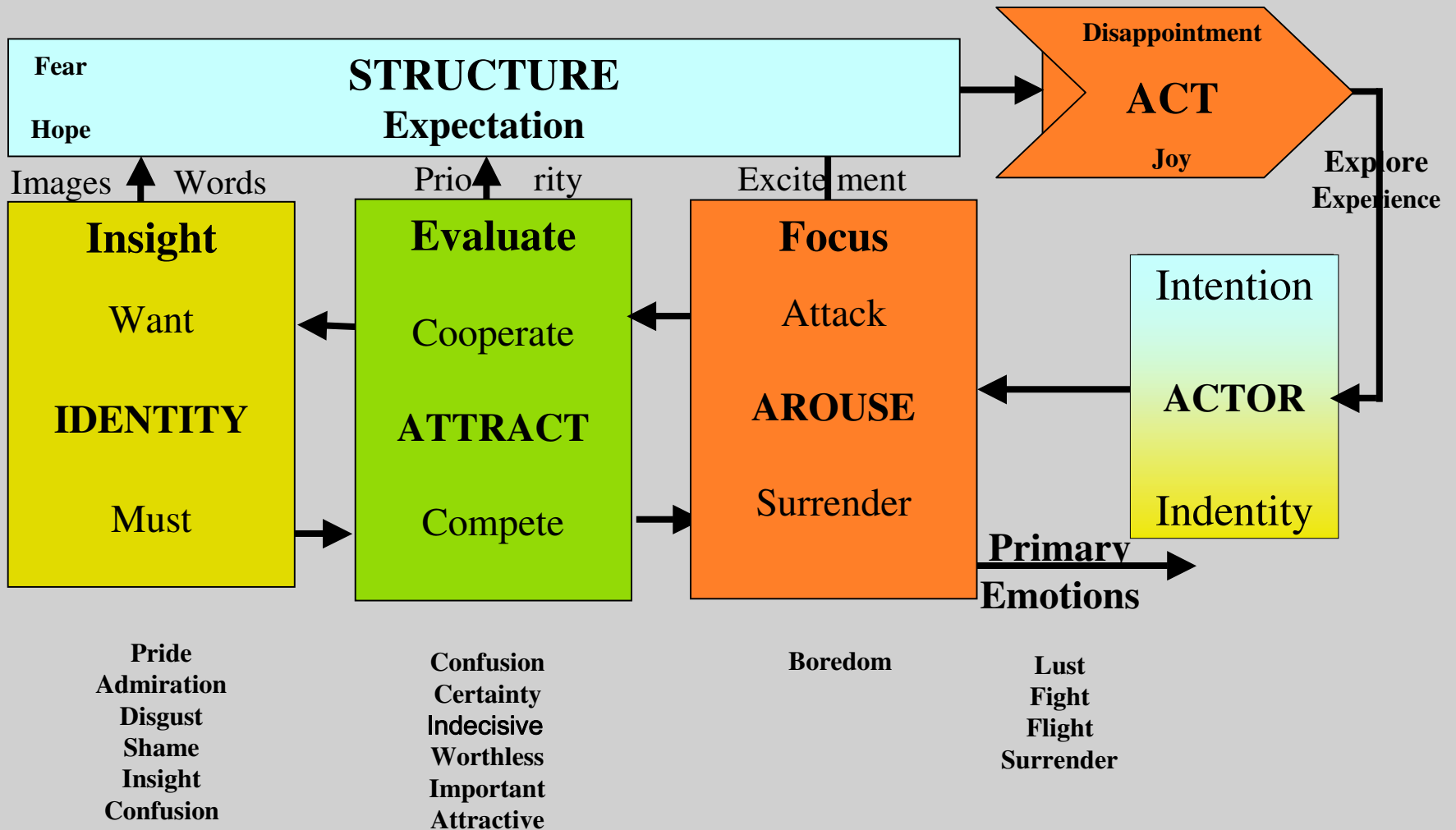
Restructuring Social Security

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LEAVE NO STONE UNTURNED



The Internal Process



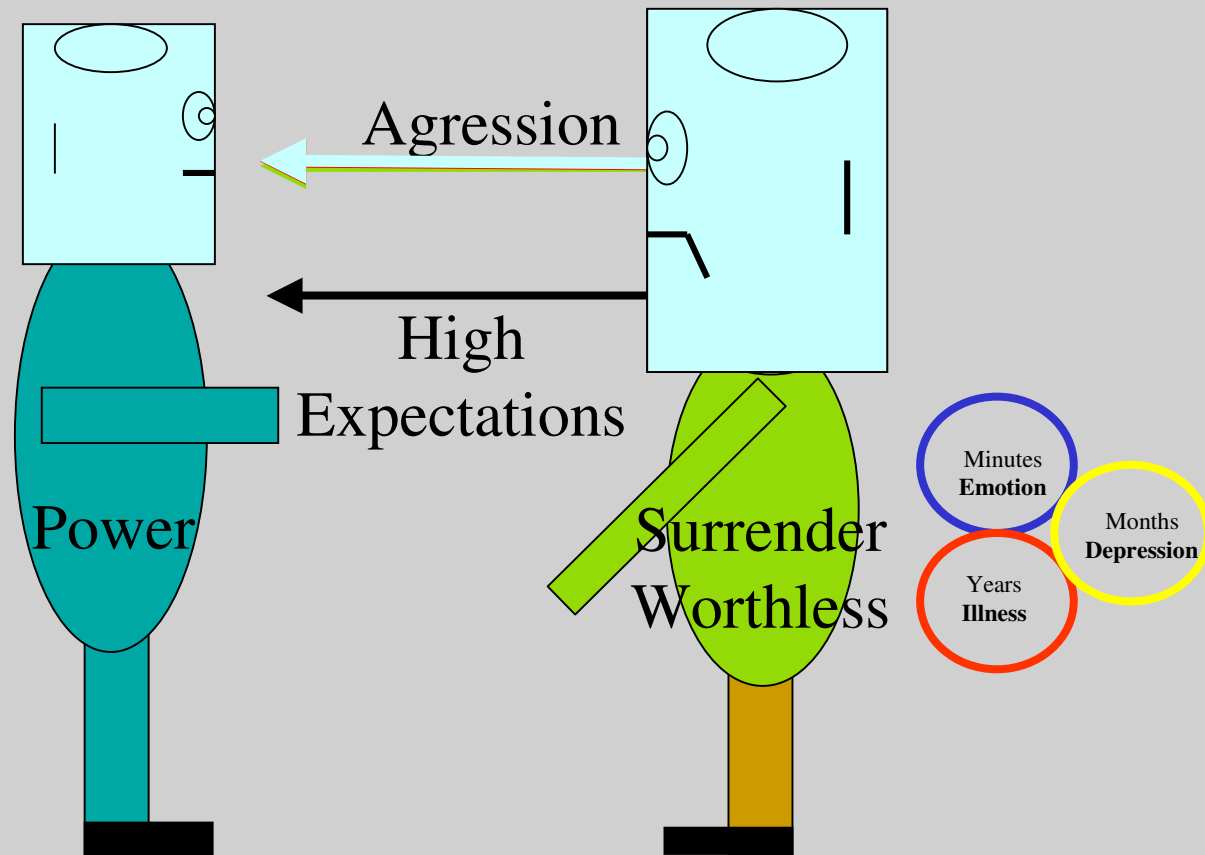
The Emotional Process

- Arousal too Low (Boredom) -> No Focus (Goals)
- Too Many Choices -> Confusion
- When People are Forced -> Creativity Stops
- Bad Expectation -> Fear
- Fear, No Hope, Confusion -> Exploration Stops
- Experience is Acquired by Exploration
- Without Experience Personal Growth Stops
- Without Personal Growth -> Worthless

BEAT The System

The System

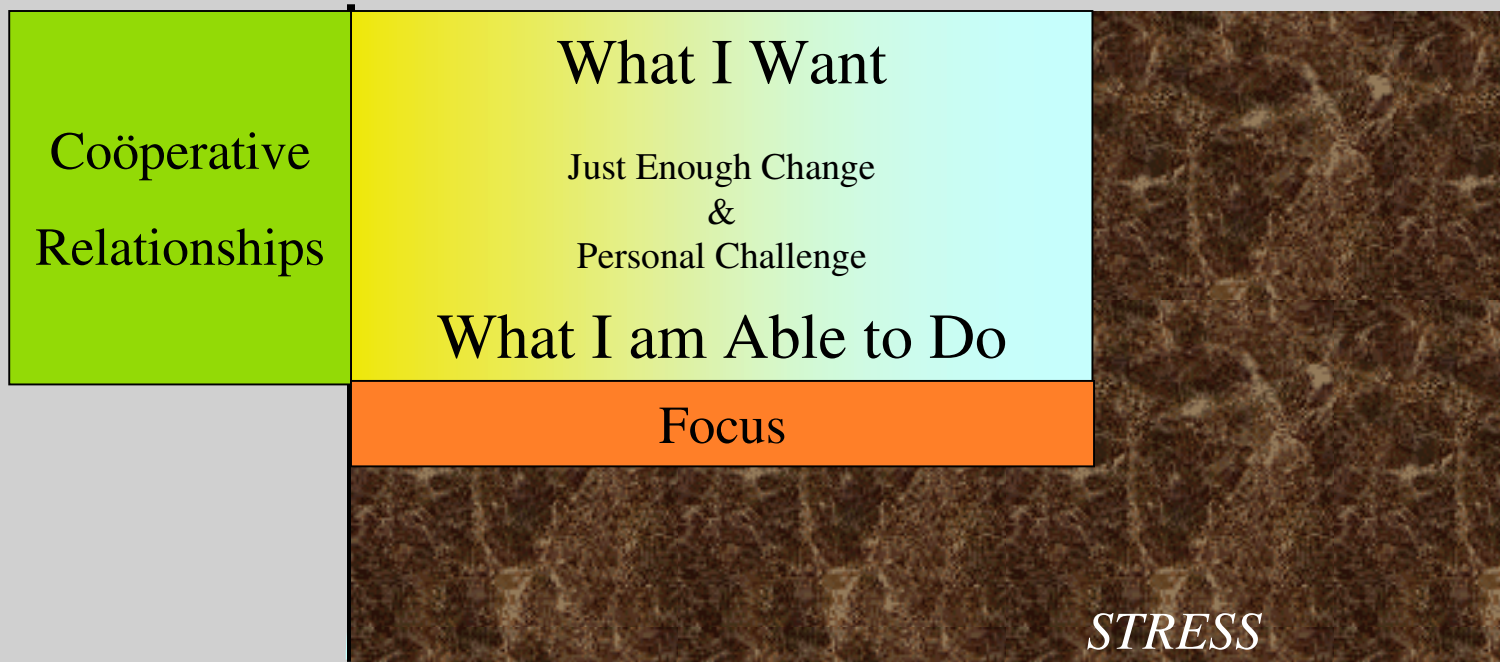
- Not Interactive
- Incomprehensible
- Not Empathic
- Stereotype Language
- Procedures
- Never Angry
- Not Adaptable



The System

- Legislation is Very Complex
- Too Many Non Cooperative Actors
- Long Complex Procedures
- Information is Difficult to Find
- People Give Up and Get Depressed
- 80 % of new Entrants are Young Adolescents!
- People get Isolated (Alcohol, Drugs, Suicide)

The Conditions of Life

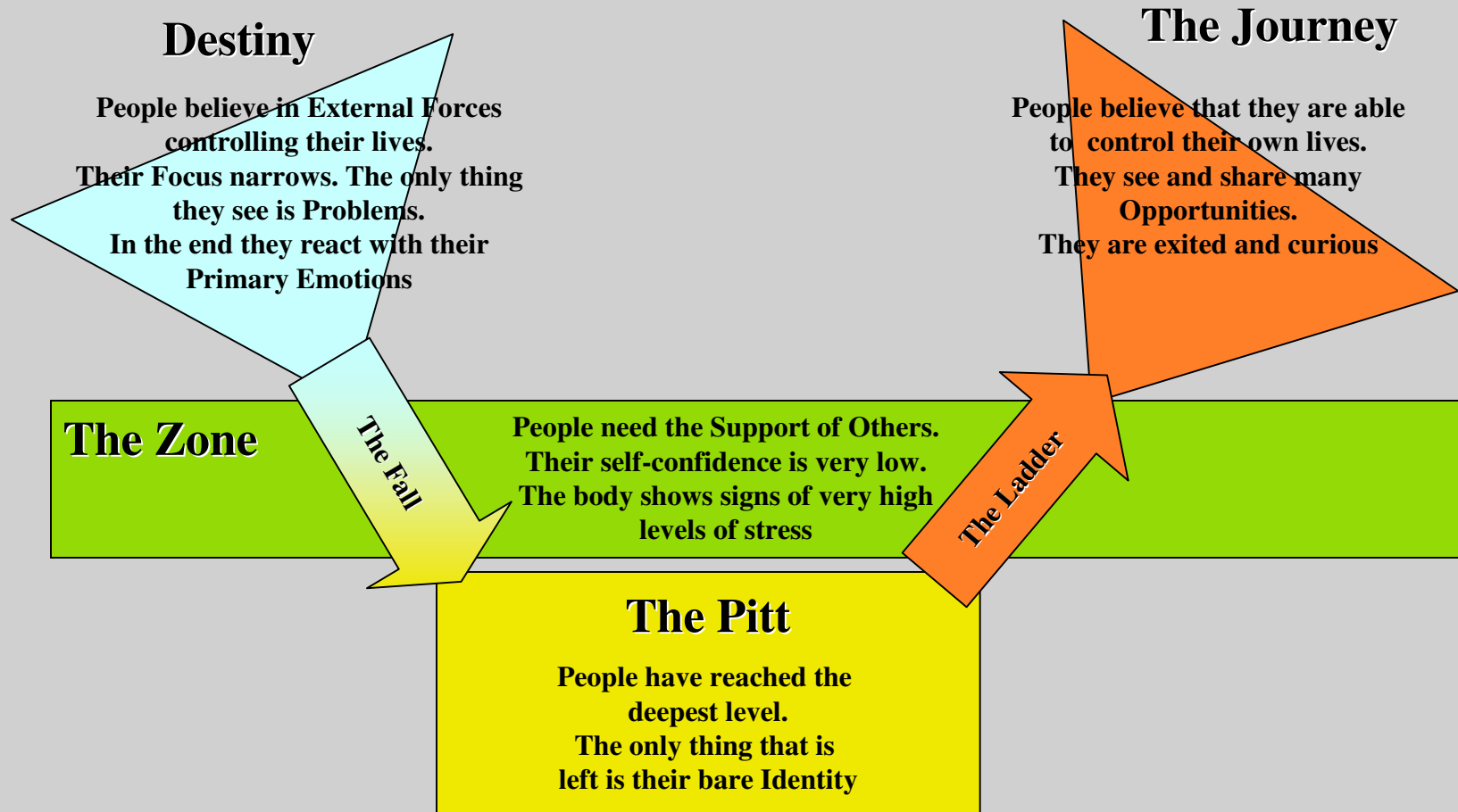


Arousal

Conditions

- A Personal Coöperative Network
 - People need Attention and Praise
 - A little Help of Partner, Family, Friends can do Wonders
 - Everybody can Act as a Coach, Therapist, Expert, ...
 - Too much Focus on External Specialists
- Just Enough Focus
 - External Push is not bad, too much Push is killing
- Balance between the Will and the Personal Competency
 - People want too Much in a Short Time (Perfection, Planning)
 - Unreal Expectations of Society and Business (Career)
 - Parents have “spoiled” their Children (Everything is Possible)

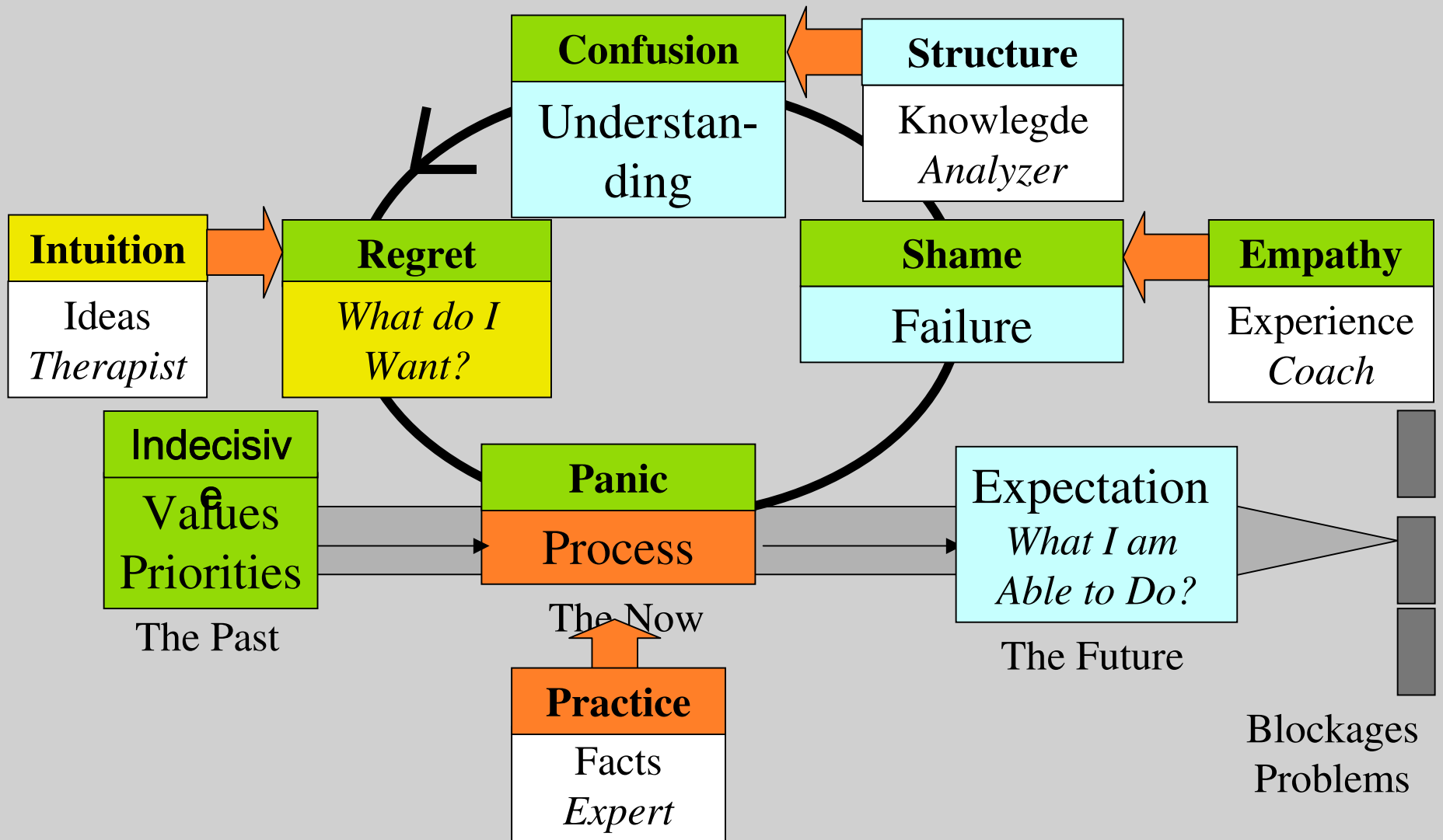
The Process



The Process

- Destiny
 - People let others control their lives. They accept external causes.
- The Zone
 - People need help of the others.
- The Fall
 - People do not accept help and fell left al-one.
- The Pitt
 - People do not see a way out. They think they are a victim.
- The Ladder
 - People find a way out by exploring new opportunities
- The Journey
 - People start to experiment and experience

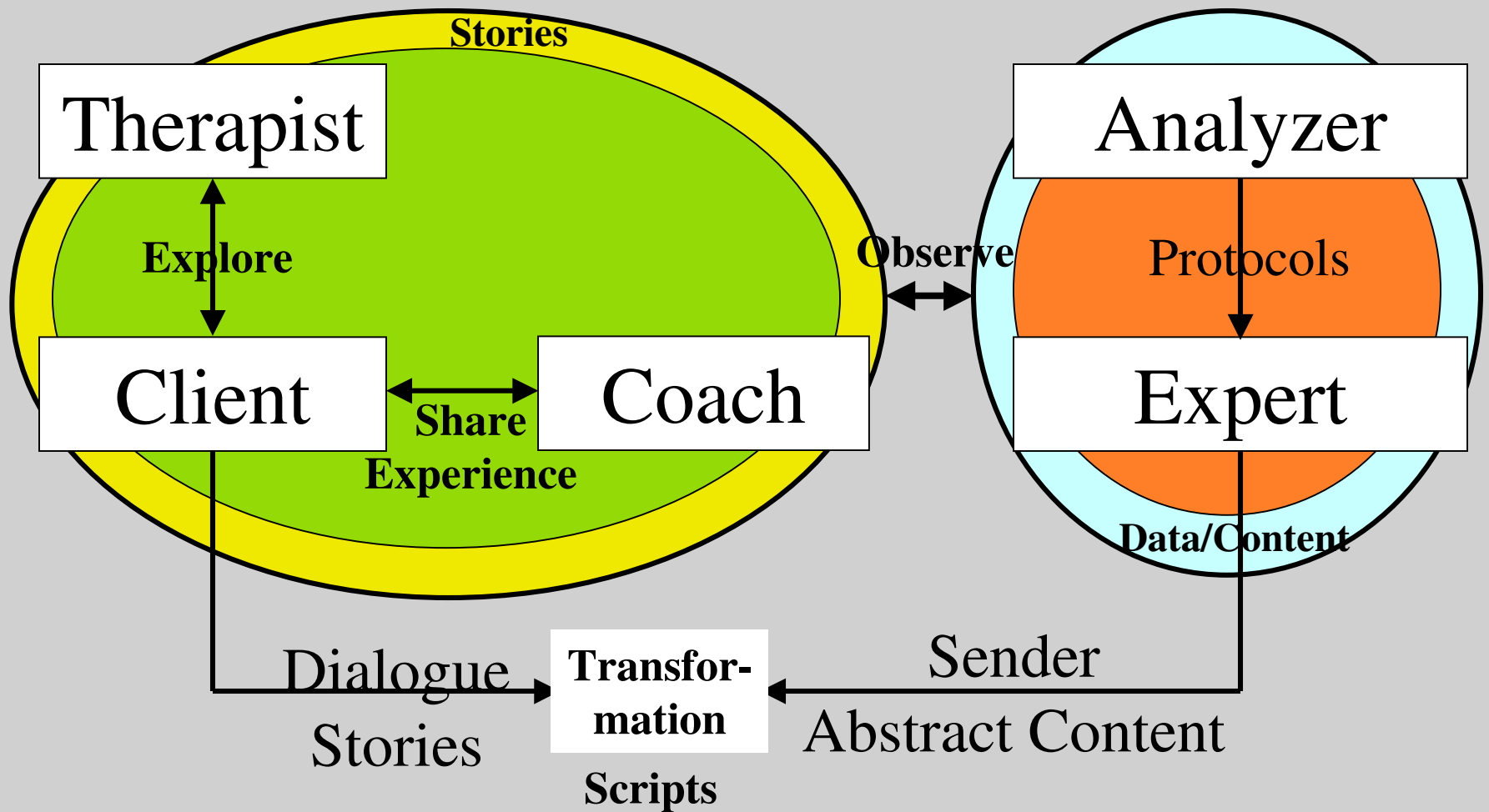
Coöperative Relationships



Cooperation

- When People are Isolated They Depend on External Support
- The External Support System is very Complex
- A Coherent Support Network of Specialists is very Expensive
 - Self Help Groups are much Cheaper
- Not every Specialist is doing a good Job
 - Matching Experts with the need of the Client
- Helping to Create a Personal Support Network
 - People are Afraid to ask Help (Shame)
 - Internet makes it possible to Hide the original Identity
- Use of Internet Technology
 - Finding appropriate Work and Training

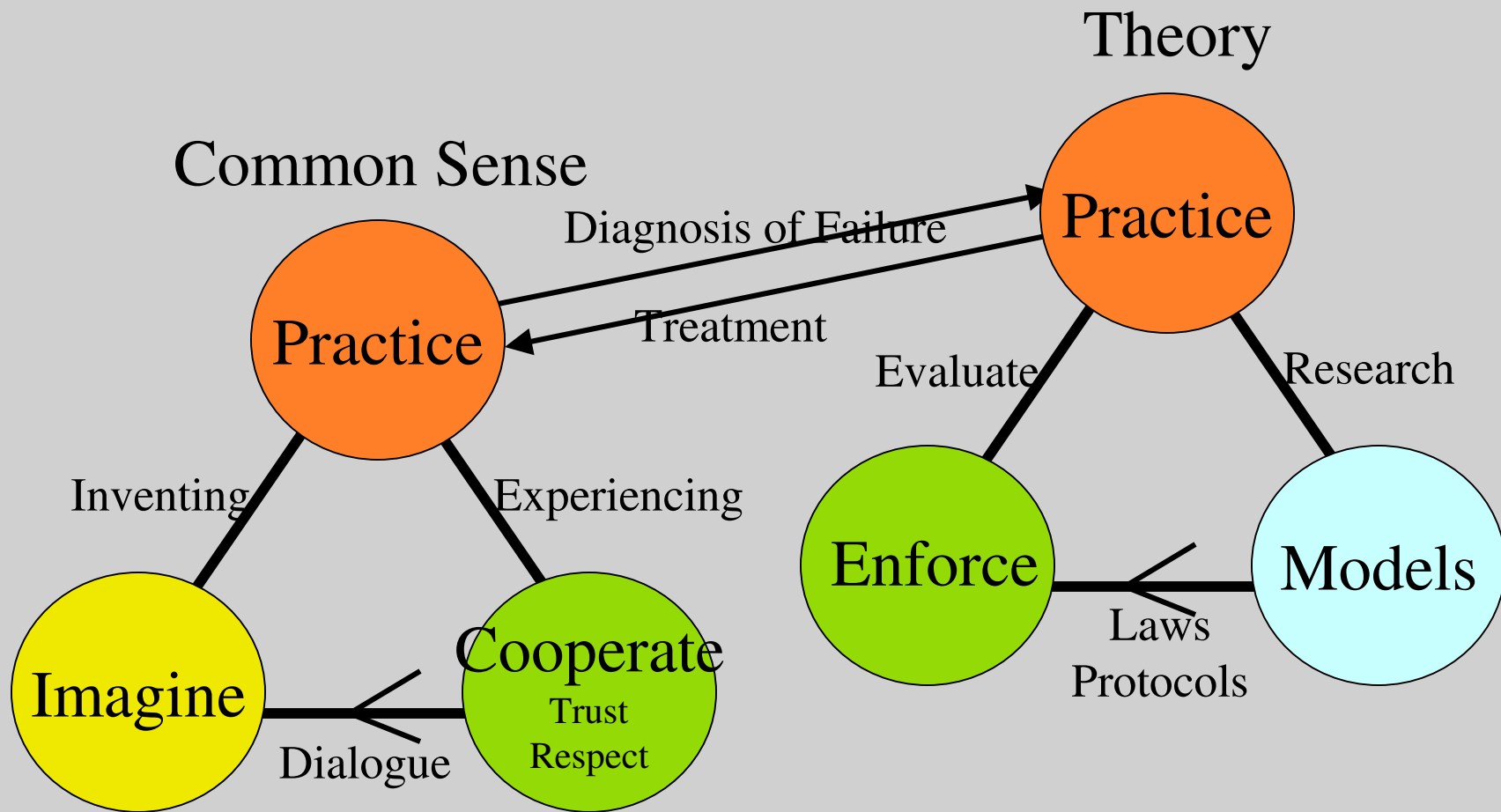
Communication



Communication

- Specialists use Specialized Language
- Specialists Communicate Structurized (Content)
- Many Specialists do not have Empathy or are forbidden to show empathy
- People use Specialist When they have Failed
- Specialists are in a Dominant Position (Power)
- Their Methods are highly Standardized (Protocols)
- Specialist can Learn from the Experience of Their Clients

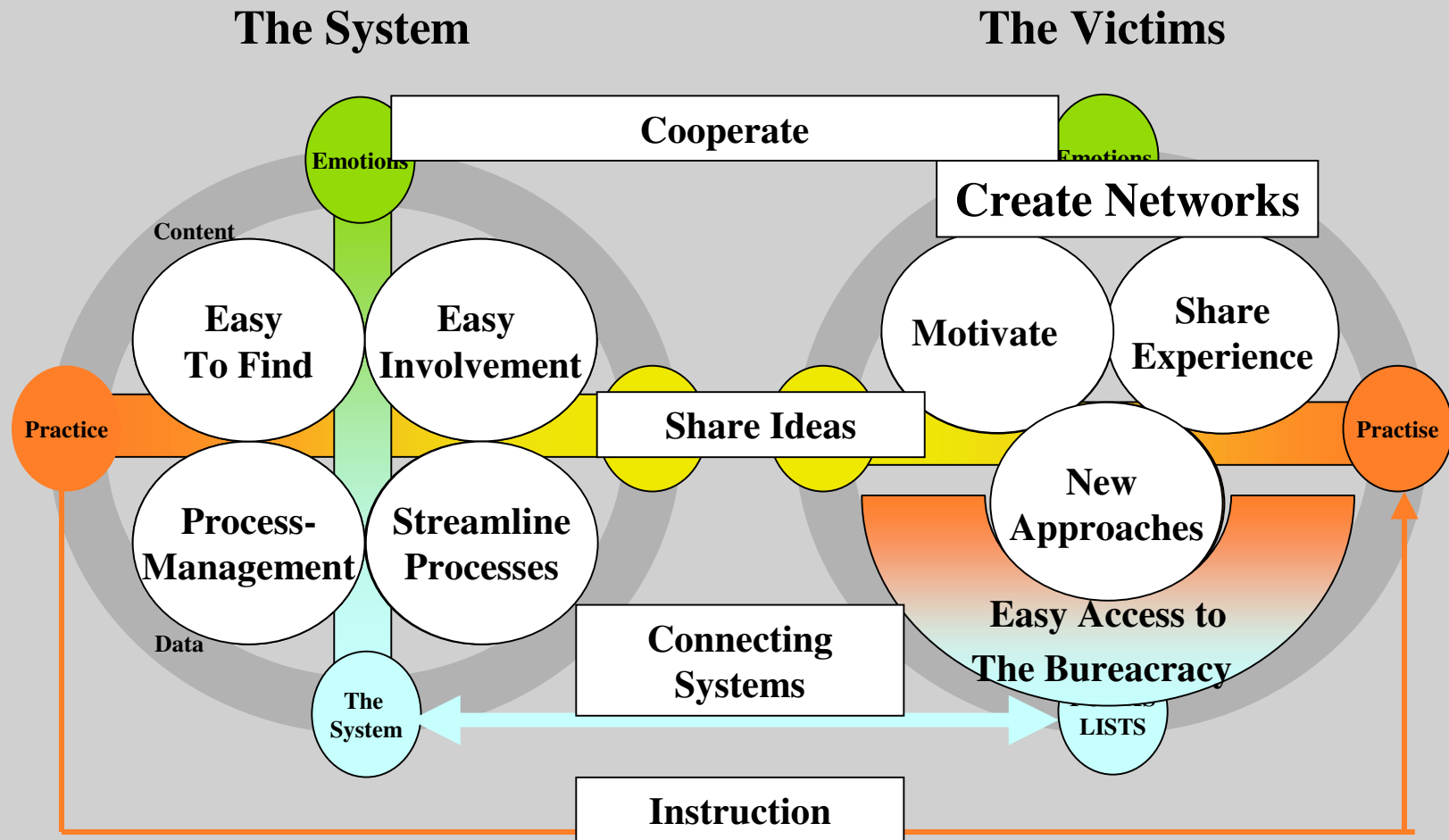
Using Common Sense



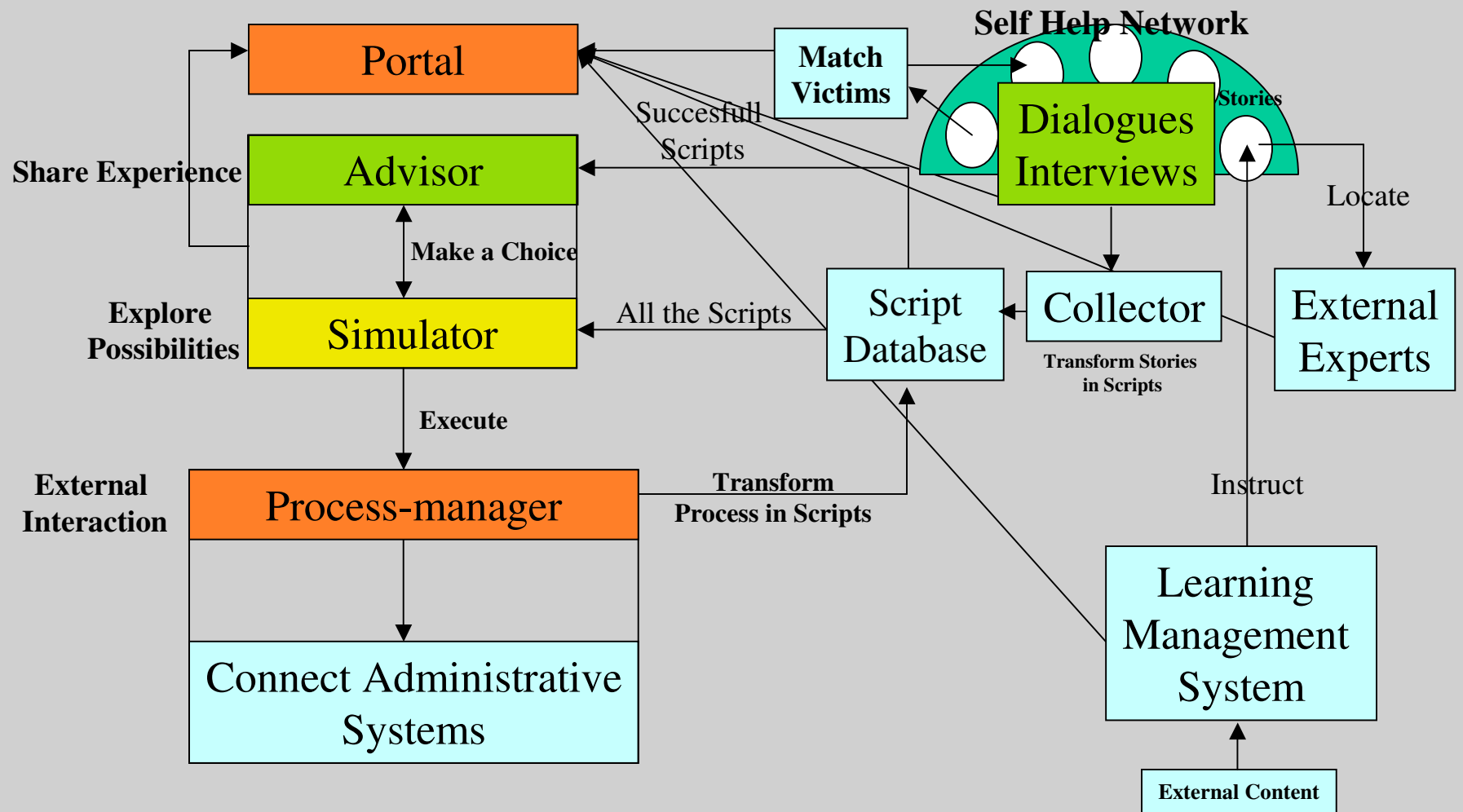
Using Common Sense

- People Explore many Possibilities and Find Unexpected Solutions for their Problems
- They Share the Solution with their Peers
- People Communicate Verbal (Stories)
- Transforming Stories in Structured Content
 - Scripts, Case Based Learning, Roger Schank
- Share the Experience (The Scripts) with Others
 - Advisor (Share the Successful Scripts)
 - Simulator (Explore All the Possible Scripts)

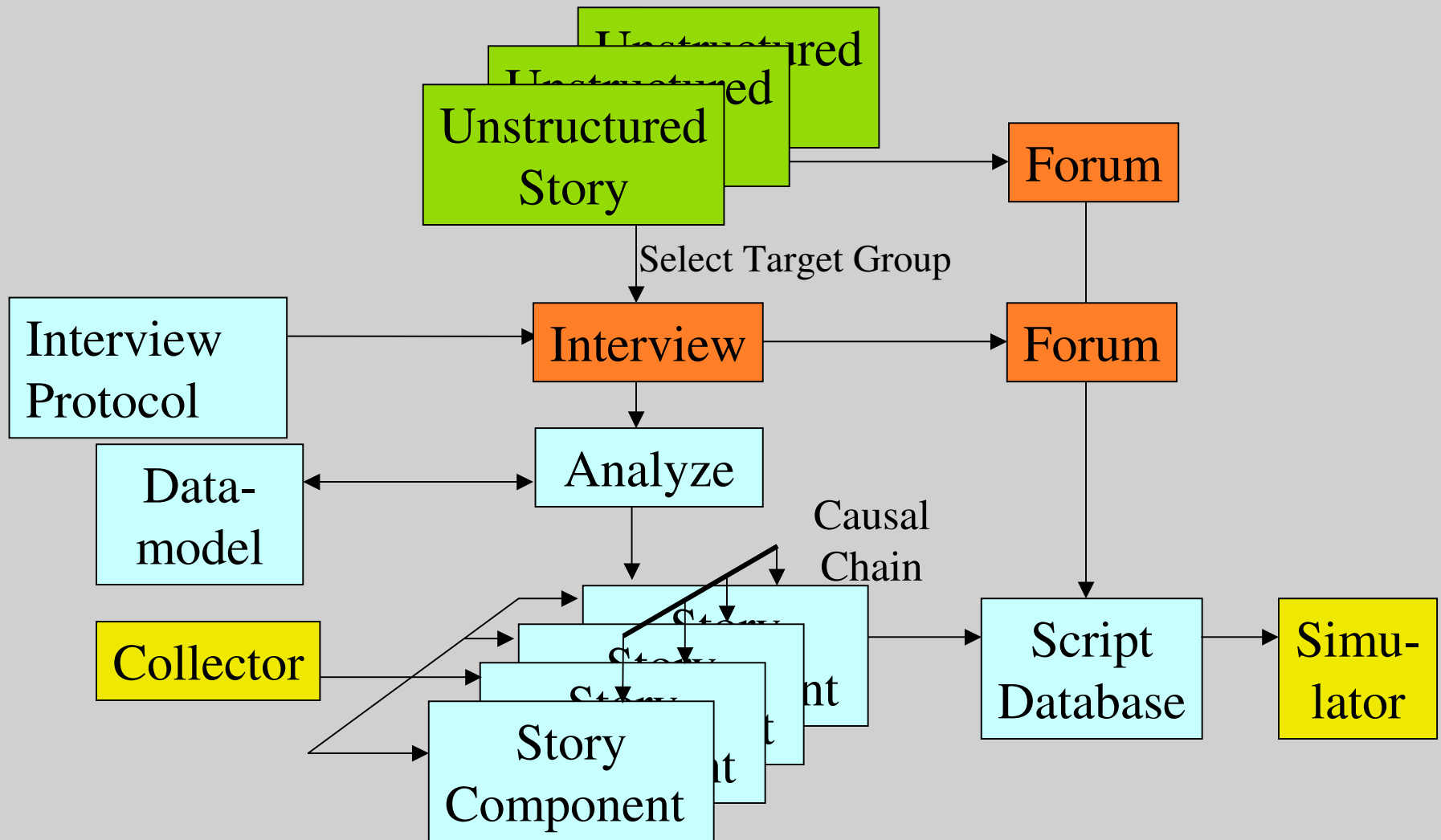
Our Aim



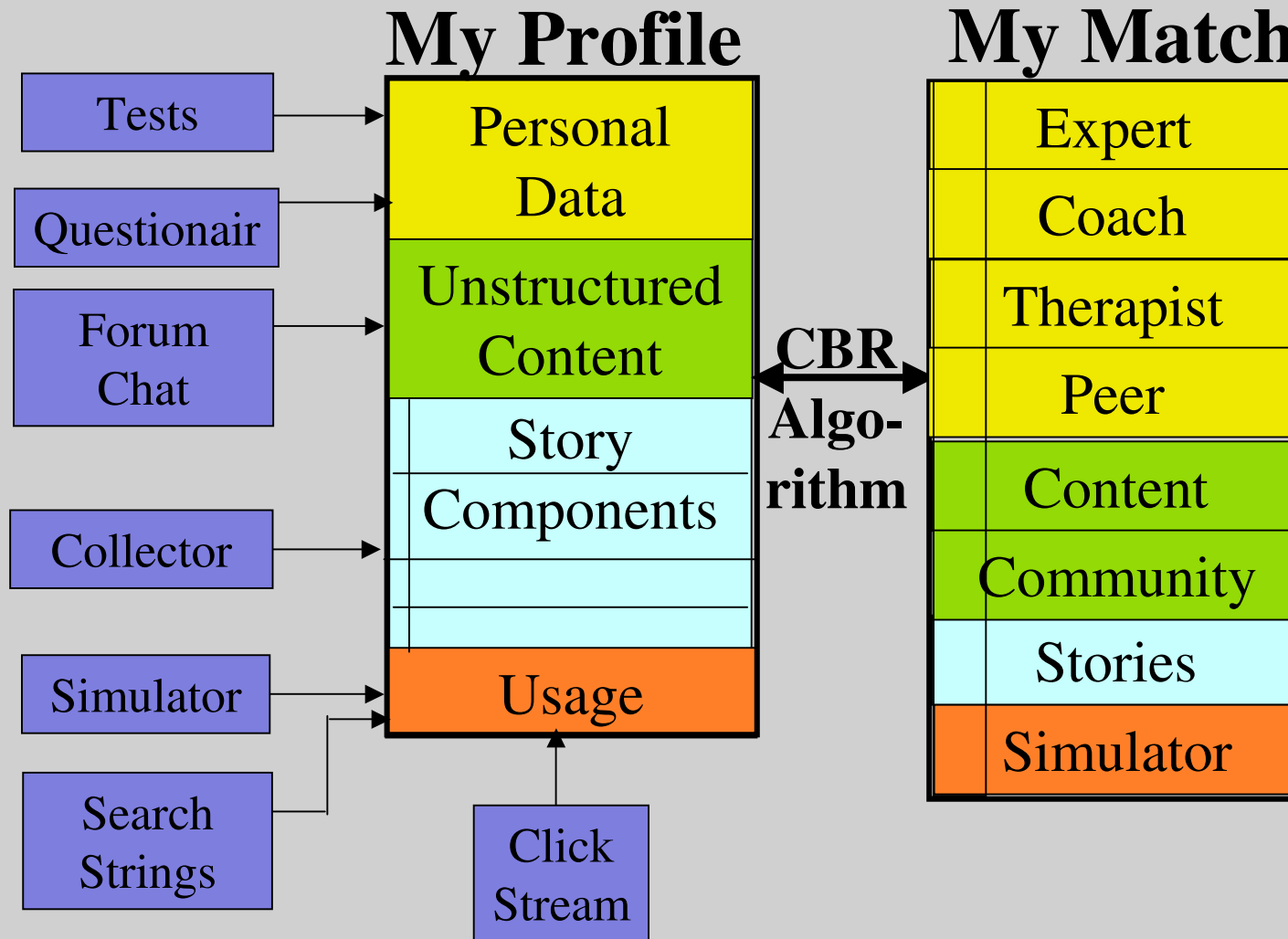
Using Internet Technology



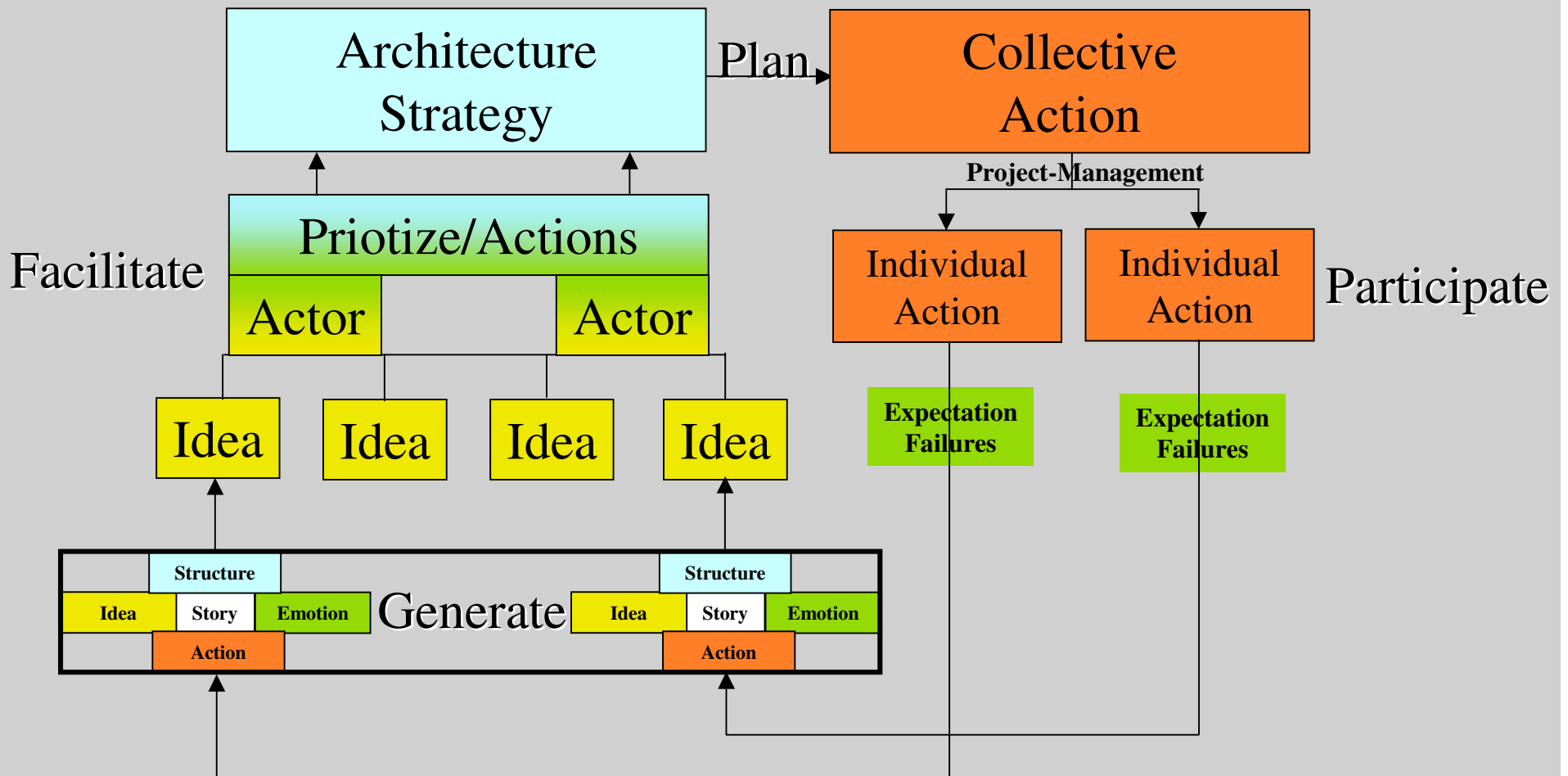
Collector & Simulator



The Matcher



Story-Based Management



Story Based Management

- Generate
 - Telling Stories Generates Ideas to Resolve Failures
- Facilitate
 - Transform Ideas into Actions
 - Priotize Actions
- Plan
 - Combine Actions in a Strategy
 - Design Architecture to support Strategy
- Participate
 - Start and Manage Projects
 - Collect Individual Expectation Failures (Stories)