

# Thoughts from our Head of Project Delivery Pip on Visual Thinking, Collaboration and all things Team TICL...

So, my second year with TICL is already drawing to a close. Well, they do say time flies by when you're having fun. It's been a fantastic journey for me having learnt so much in this time. Having started out as an associate I am also delighted to say I am now a fully on-board member of what I can only describe as an incredibly talented team. So, as you can imagine, I am very excited.

Like most, this year has been a challenging one and being advocates of visual thinking and collaboration, we've had to take our visual working methodology and transport it into the digital world. More used to freestyle 'pen and paper' to transmit ideas and information, learning to draw on digital platforms has meant a bit of trial and error with some resulting dodgy visuals! But with some creativity and perseverance we got there. This year, whilst staying true to our visual ethos, we delivered our first end to end process improvement project entirely remotely through the use of some very jazzy visual collaboration tools. And I like to think we may have even captured some hearts along the way.

So, 2020 has been a year of challenge and discovery for Team TICL with a sprinkling of fun thrown in. I have no doubt next year will be the same. **And we're all looking forward to it.**

