When facilitating a brainstorming workshop with leadership to discuss reimagining technical support, asking open-ended questions that encourage creativity, critical thinking, and collaborative problem-solving is crucial. Here's a structured line of questions to guide the brainstorming session:

Opening Questions

1. **Current State Assessment:**
   - What are the most significant challenges we currently face in providing technical support to Veterans?
   - As we delve into this session, remember the potential impact our discussions can have on the Veterans we serve.
   - What feedback have we received from Veterans about their experience with our technical support?

Identifying Pain Points

2. **Specific Issues:**
   - What common issues or problems do Veterans report when they contact our support centers?
   - Where are the most significant gaps in our technical support processes?

3**. Internal Challenges:**
   - What are our support staff's main obstacles when resolving Veterans' issues?
   - How do current tools and systems hinder or help our support staff provide efficient service?

Exploring Solutions

4. **Innovative Ideas:**
   - What new technologies or tools can we leverage to improve technical support for Veterans?
   - Are there best practices from other industries that we can adapt?

5. **Process Improvements:**
   - How can we streamline our processes to reduce wait times and increase resolution speed?
   - What changes in workflow or procedures can make our support more effective?

Enhancing User Experience

6. **Veteran-Centric Approaches:**
   ● How can we make our technical support more accessible and user-friendly for Veterans?
   ● What additional support or resources can we provide to help Veterans resolve issues more independently?

7. **Personalization and Follow-Up:**
   ● How can we personalize the support experience to meet the unique needs of each Veteran?
   ● What follow-up processes should we implement to ensure Veterans' issues are fully resolved and that they are satisfied with the support they receive?

Training and Development

8. **Staff Training:**
   ● What additional training or resources do our support staff need to assist Veterans better?
   ● How can we update our support staff with the latest technologies and best practices?

Implementation and Feasibility

9. **Practical Considerations:**
   ● What are the potential barriers to implementing the ideas we've discussed?
   ● How can we overcome these barriers to successfully reimagine technical support?

10. **Prioritization:**
    ● Which ideas we've discussed should be our top priorities and why?
    ● What next steps must we take to start implementing these ideas?

Closing Questions

11. **Action Items:**
    ● What immediate actions can we take to improve technical support?
    ● How can we measure the success of the changes we implement?

12. **Feedback and Follow-Up**:

- How can we ensure continuous improvement and gather feedback from Veterans and support staff?
- What regular check-ins or follow-up meetings should we schedule to monitor progress and address new challenges?

Encouraging Participation

Throughout the session:

- Encourage all participants to share their thoughts, even if they think their ideas are unconventional.
- To deepen the discussion, ask probing questions like, "Can you elaborate on that?" or "What would that look like in practice?"
- Capture all ideas without judgment and revisit them during the prioritization phase.

This structured line of questions will help facilitate a productive brainstorming session that generates actionable ideas for reimagining technical support for Veterans.