



Facts are based on verified knowledge. They are accepted, scientific realities. The knowledge gathered so far in relation to the problem will provide a solid basis for further investigations. Draw on points from **Field A of the Knowledge Atlas** (p. 102).

Bias is a cognitive pattern that distorts how we perceive, remember, think, and judge. In stressful situations in particular, our brain uses these *shortcuts* so as to stay functional when confronted with too much or too little information. For example:

- **Omission bias:**
“The risk of addressing this problem is too high.”
- **Optimism bias:**
“That’s their problem, not ours.”
- **Status quo bias:**
“If it isn’t broken, don’t fix it.”

Points from **Field B of the Knowledge Atlas** can be used here, too.

Assumptions are suppositions that something is possible or impossible without being based on proof. Assumptions largely derive from real, vicarious, or imagined experiences. Questions that need to be identified:

- What is considered possible or impossible with respect to the problem without its validity having been proved?
- What do we lack certainty about?
- What might be true or false with respect to the problem?
- What can be easily disproved or proven?
- What additional points can be found out by talking to key actors?

Draw on points from **Fields C and D of the Knowledge Atlas**, too.