



Design Thinking For Social Innovation

Co-creation research workshop

Class 4
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Agenda

- Quick review: team profiles, research
- Mindful facilitation in design research:
 - Understanding positionality
 - Quick overview of the flow
- Co-creation research workshop with Lisbon Project Consultants

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Team profiles: a tool to collaborate better

From sharing to organizing to work together

- How to leverage similarities and differences
- Communication and time / planning: define rules and discuss them if that does not work (informal contracts help)
- Any roles

Make sure to keep learning:

1. What went well?
2. What did not go so well/could we have done better?
3. What have we learned?
4. What questions/things to do we need answered?

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Feedback

- Thinking aloud, being curious, and learning together
- A prompt for you to clarify and / or explore further
- Sometimes it might also be I missed the point...

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Power dynamics and facilitation

"We have to get specific and discuss how the contemporary design culture wields power, and innovators have to recognize specifically how they wield power in their everyday lives." P. Gordon

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Look at the following list of people, one by one. Imagine you're going to do an interview with this person today. How would you feel about it, on a scale from 'very relaxed' to 'massively anxious'? Why is this?

The CEO of a multinational corporation	A 5-year old girl	An undergraduate student	The survivor of violent harm	A houseless person
A neurodivergent young person with learning disabilities	An internationally renowned DJ	A recently arrived Syrian refugee	An LGBTQIA+ activist	A terminally ill hospital patient

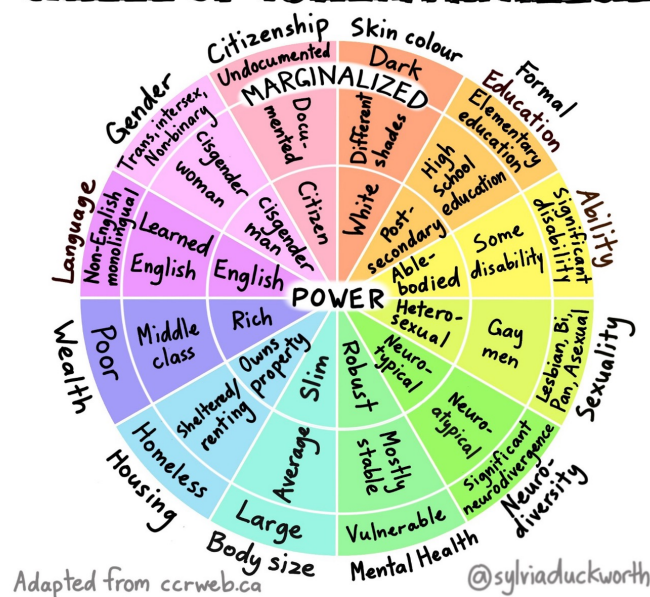
Now consider the following list of spaces, one by one. How easy (practically and emotionally) would it be for you to access this space, on a scale from 'pretty easy' to 'super difficult'? Why is this?

A local high school	A playground for young people with sensory impairments	A refuge for families experiencing domestic violence	A juvenile detention center	A busy nightclub during pride festival
A hospital ward	A care home for people later in life	A Muslim cemetery	A death metal concert	A prestigious university

Source: John Horton, "Centering Reflexivity, Positionality and Autoethnographic Practices in Creative Research," *Creative Methods for Human Geographers*, 2021 (modified)

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WHEEL OF POWER/PRIVILEGE



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- What does this tell you about your positionality?
- Are you aware of it when you approach your work?

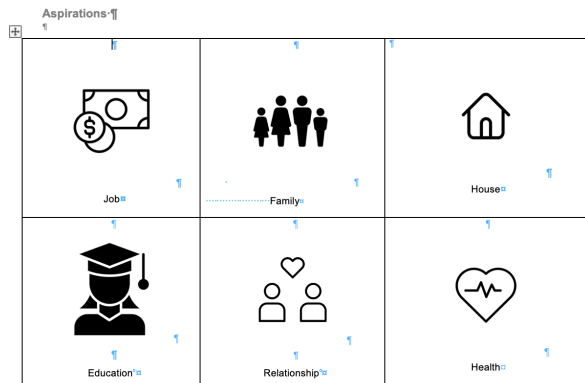
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Remember

- Don't assume; respect and trust; listen deeply
- It's about joint learning.
- You all have different angles but in the end, it's about the whole (all is interconnected) and understanding the broader context.
- You are starting the conversation
- Practically: each of you can write **ONE primary research based on your experience today (pick an angle: focus on one consultant's experience, focus on one theme, focus on insights from one activity)**

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Design Research Card Sorting



When and/ or where do you feel powerless and / or unsafe?

Commute / Transportation	Communication (Not speaking the language / not understanding)
Streets (at night, certain areas, etc.)	Processes with no explanation and / or no timeline
Lack of informal support (family, friends)	Lack of sources of information
Fear of making a "cultural mistake" / not fitting in	Not feeling welcome

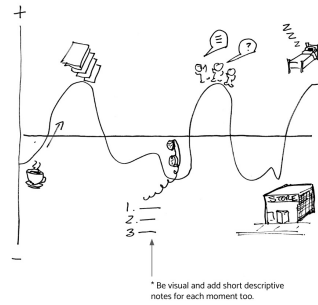
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Resource flow



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Journey



Allow to focus on the whole experience across different “touch points” and include all actors.
You can add emotions to the different moments.

Multiple angles: Job search; settling in; one-day in a life

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Ideal job collage



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Debrief and next steps

Project work: Keep collecting your primary research (interviews, observations, activities)

- Final deadline on March 17th end of day.
- Post one primary research by March 11th
- Reach out to Beatriz and I if you want feedback for primary research or research plan
- Connect with the consultants

Reading, video and podcast

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Interview notes

Today we are talking with: ----

Date / interviewee / interviewer (and note taker)

- Summary: Top 3 insights (**ILLUSTRATED WITH VERBATIMS AND SPECIFIC EXAMPLES/ STORIES**)
- Main (other) quotes / verbatims (as many as you can)
- Follow-up notes: questions; thoughts; what do you want to explore further.

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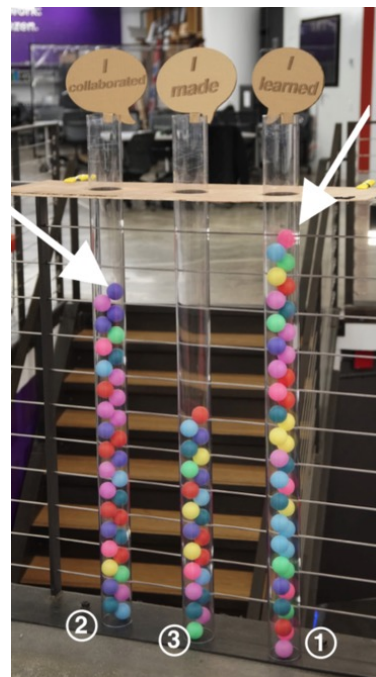
You can combine interviews with other tools

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Participatory activities

- Small groups or open to the public
- Posters
- Post-cards
- Interactive

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AEIOU to help you do observations

Activities / Environments / Interactions / Objects / Users

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<ul style="list-style-type: none"> —ORDERING FOOD 	<ul style="list-style-type: none"> —EVENING —OUTSIDE —CROWDED —STADIUM LIGHTS 	<ul style="list-style-type: none"> —CASHIER GIVES RECEIPT TO WORKER —WORKER PREPARES FOOD —CASHIER CALLS OUT ORDER # —FOOD GETS TRANSFERRED —CUSTOMER PAYS CASHIER —PEOPLE TALK IN LINE 	<ul style="list-style-type: none"> —MONEY 	

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