



Global Knowledge Initiative

Co-Creating Solutions Presentation Facilitation Guide

Total Time for Training ~2Hour

Key to GKI Facilitation Guide

Bold is say out loud (Directions or key points)

Regular is script/outline

Italicize is notes for Facilitator

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| Introduce Presenters 20Sec | - |
| Introduction 1Min | <p>Today we are going to do a session on using human centered design to help improve your solution. We have this secret code to help you figure out what are the most important things.</p> <p>First we have mindset, when you see that icon, just remember this is something that we're hopefully introducing to help structure thinking, help you learn and help you push in order to improve the trajectory of where your ideas are going.</p> <p>The second icon is for tools to improve. This is something really tactical and tangible that you can use as a tool to take back to your team, but it's not something that's required for you to do. If you find value in it, go ahead and use it.</p> <p>And then the last icon is around collaboration.</p> |
| Overview Map 1Min 10Sec | <p>We have shared a number of tools, frameworks, and approaches with you. Let's recap how they all fit together</p> <p>The first question that we asked was "What problems should we be workin on?" We used systems mapping to determine where there were</p> |

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| | <p>leverage points and created challenge statements</p> <p>Next, we asked what is this cause of this problem? We used our root cause analysis tools to better understand the root causes that we should be addressing with our solution.</p> <p>Then, we asked, who is involved in this problem and how? We used stakeholder analysis and human-centered design methods to understand who was involved with the problem and understand them better.</p> <p>Now, this is where we are today. We're finally ready to think more about our solutions. Our goal is not to just design solutions with our team, but bring others into the design process with us. To co-design. Today, we're going to look at a few methods and mindsets that support participatory design of solutions.</p> <p>So again, across the training, we throw quite a few tools and techniques at you that it can be easy to get lost given how fast we're moving in this process. So this is a reframe and roadmap of how each of the training sessions link together.</p> |
| <p>What is Co-Design?</p> <p>3Min 30Sec</p> | <p>All right, now we're going to talk about code design and participatory design. I'm curious what your thoughts are about co-design or participatory design.</p> <p><i>Ask audience</i></p> <p>Do you have any ideas that come up when we say those words Co-design and Participatory Design? Do you know what these words mean? How might you define them?</p> <p><i>Wait for 1-2 responses from participants.</i></p> <p>Co-design and participatory design are two words that are thrown out a lot. They don't have agreed upon definitions, but I think that they are very important concepts. On the slide, we have a continuum of ways that we can design or engage with stakeholders and participants. On the far left we have informing them and on the far right we have codesign. And on the bottom here in this triangle, I put a couple of examples of what it would actually look like to do this level of design with participants or with stakeholders.</p> <p><i>Ask audience (adjust question depending on audience)</i></p> <p>So with humanitarian work where on the continuum one do you think that we fall? Would you say that we kind of fall into the informing or the consulting, participating or co-design?</p> <p>I think a lot of times we fall under the inform and possibly under the</p> |

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| | <p>consult range. We are telling people a lot of what we're doing. If we're lucky, we may get to the consult part where let's say we use traditional surveys or focus group discussions to try to get feedback or input from the participants. That might be where you actually bring people in to give feedback on the design of the program itself. Finally, co-design, in my definition, is when the participants or the stakeholders actually get to decide the objectives and the strategy of the program</p> <p>So this is obviously a continuum. It's obviously not possible to always push it to the last level of codesign, especially given who your funder might be. But with open funding opportunities some solutions can be truly co-designed with participants and stakeholders because there's space for flexibility.</p> |
| <p>Mindset: Divergent Thinking</p> <p>1Min</p> | <p>So there are a few rules to co-design. The first one is divergent thinking versus convergent thinking. This is an important concept within human centered design. Essentially, in some phases we want to generate a lot of ideas and a lot of choices but in other phases we want to make choices, but we're very intentional about what spaces we open up to do that divergent thinking and then what spaces we use to evaluate and do some convergent thinking and choose ideas. When we do participatory design, it's really important to hold space for both of those things.</p> <p>Divergent thinking is a frame of mind where you and your team explore possibilities. During this generative phase (which is usually fun and high energy) participants are encouraged to think of more and more possibilities, options, or opportunities.</p> <p>Following Divergence is Convergence - where you can apply critical thinking to help to select which of the many options should be prioritized, resourced, and implemented.</p> |
| <p>Mindset: Rules for Generating Ideas</p> <p>3Min</p> | <p>When we are in what we call that divergent space where we're trying to get ideas and pull people into our solutions, there are a couple of rules for that. You might have seen these before as rules for brainstorming, but they're actually rules for generating ideas together.</p> <p>One of the first things is to defer judgment. A lot of the time, people have an inner critic who will think of all of the ways that an idea will not work when they first see it. And that's not a bad way to be at all. It's important to have that critical thinking and analysis, but we need to hold space for that later when we're trying to filter and choose and improve upon ideas, not when we're trying to generate ideas. So that first piece is deferred judgment. Now is not the time that you need to critique ideas.</p> <p>The second rule is to actually build on the ideas of others. So this should be a hand off. I toss the ball to you, you catch the ball and then throw the ball to someone else.</p> |

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| | <p>Encourage wild ideas. So these don't actually have to be feasible right now. In the moment, you're engaging in a creative process and you want people to really open up and you need that sky's the limit type thinking in order to get good ideas.</p> <p>Speaking of getting good ideas, you want to really go for quantity, not quality. In order to get really good ideas, you need to have some really bad and some wild ideas. So create space for that. Furthermore, as a leader, you need to show that you can generate some wild ideas and not be afraid to share them.</p> <p>The next rule is to be visual. Today we are going to do an exercise on the virtual whiteboard and we're going to use a lot of post it notes. When you are in person, a great idea is to have people sketch their ideas. This opens up another level of thinking. Using post its also allows you to move them around and group them by themes. In that way you're engaging another element of your senses and another element of your brain besides just thinking and speaking.</p> <p>Next, having one conversation at a time and staying focused on the topic. A lot of these rules might seem out there, but you do want the process to have some purpose and organization. So keeping with one idea and one person at a time is really helpful.</p> |
| <p>Mindset: Yes/And</p> <p>30Sec</p> | <p>One of the ways that you can use a lot of these rules all at the same time is to follow a "Yes/And" mindset.</p> <p>That is an idea that we use in design thinking and human centered design and brainstorming that actually comes from improv comedy. When a new idea is shared during a brainstorm you don't ever want to say the word "but". Instead you want to say "yes and" then build off of these ideas.</p> <p>This mindset is about bringing that generative energy and building on each other's work. And if you keep that simple trick in your mind, it'll help you do that.</p> |
| <p>Why Brainstorm when you can Brainwrite?</p> <p>2Min for speaking</p> <p>8Min to introduce example</p> | <p>All right, so how do you bring all of this together in a practical way? So if you Google "human centered design", "idea generation", "Ideation" or "co-design, facilitation techniques" and look at all of the tools that are out there for bringing participants in you will find a wealth of great ideas for how to better improve solutions with other participants or stakeholders. This is just one of them called Brainwriting. It's very simple. So what will happen is each person starts with a couple of ideas around the problem statement and we only take five minutes to write some quick ideas down.</p> <p>Then we go through another round where you move your ideas along</p> |

and someone else comes, looks at your ideas and then they add to your ideas. And then we do another round and you look at another person's ideas. At the end you can have a discussion about them, you could group them, you could find themes or you could vote on them. The benefits of Brainwriting is it gets a lot of ideas down in a short amount of time. It's much more efficient than verbal brainstorming which you may be used to with teams. It's really good when you have a team with quiet thinkers because it doesn't mean that the loudest person who is the quickest to speak in the room gets all of the attention. It also gives people with different power differentials in the room more equal footing. Additionally it reinforces the idea of building off of others ideas versus just sharing individual ideas.

Engage with participants

I'm curious if anyone's ever done Brainwriting, go ahead and (type in the chat box/raise your hand) if you've done that before

I'm going to give you guys a quick example of Brainwriting and then we are going to go into the groups.

BRAINWRITING EXERCISE INSTRUCTIONS

Part 1: Start Brainstorming

- 1. Divide participants into groups*
- 2. Present a problem statement for the exercise*
- 3. For each group, create multiple grids of sticky notes with the columns associating with the number of ideas you want each participant to generate and the rows associating with the number of people per group*
- 4. In the first round each participant comes up with a few ideas and writes them in the first row*
- 5. For the next round, rotate the participants to the next grid and have them write on the second row with ideas that build off of the first row*

Eventually there will be multiple grids where each column has a different idea which was built on by multiple participants

Part 2: Cluster and Vote

- 6. After everyone has gone, you can cluster/discuss/evaluate/improve/vote on the ideas*