Co-design, tools and approaches

Course introduction

... develop knowledge about and understanding of the range of what collaborative design entails, from the situation of being an individual expert designer to the situation of facilitator of co-creative processes.

Your own experience

Write a page or two, then put it up on Lisam

- Your own relationship with/to co-design
- How your education introduced and uses co-design
- Historical influences from your country; people, processses, projects, …

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Course goals

Course goals

- Describe the variation and history of approaches to codesign

- Analyze and criticize a design project and its tools from different codesign perspectives

- Argue for how a specific codesign approach is supported by specific tools in a design task they are currently engaged in

- Relate their personal ambitions as designers to codesign and identify personal development in relationship to this

- Plan and manage codesign approaches and processes, selecting appropriate tools

"Design is to be economical with human capacities, through consciously shaping of value creation"

Tomas Edman, Experio Lab

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Co-design

- participatory, co-creation and open design processes
- beyond simple designer-client
- more than consultation of users
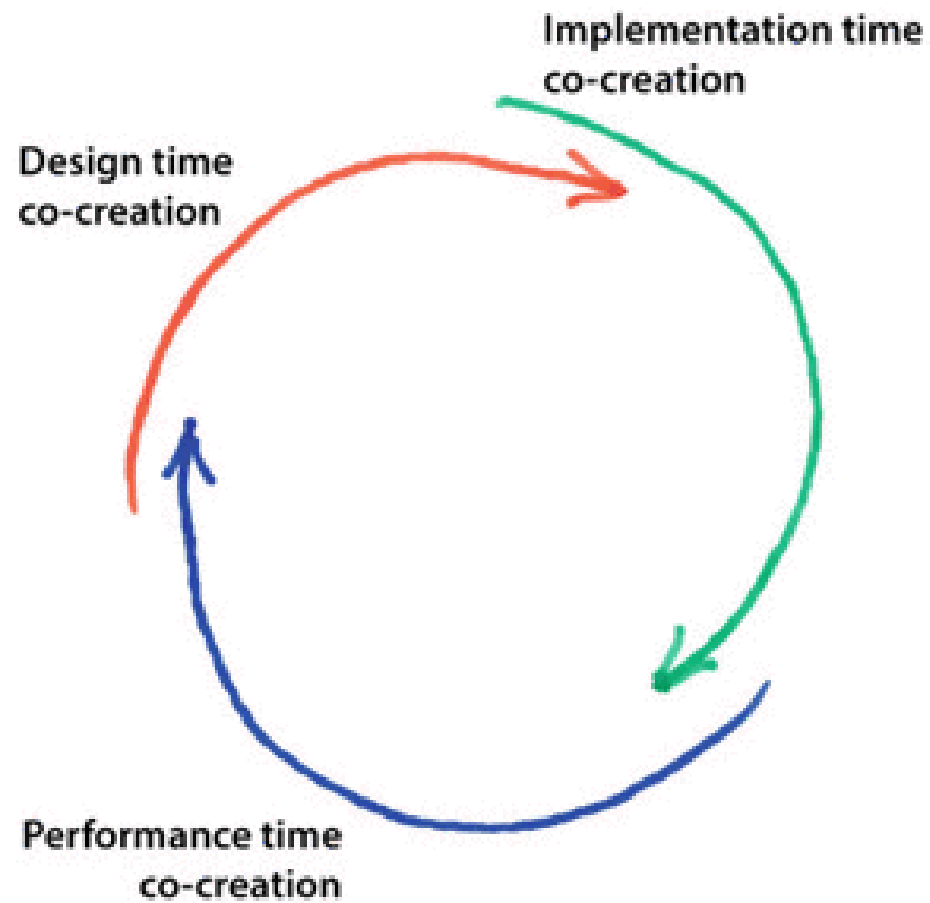- actors as experts of their own experiences

» ... each thing must serve the purpose for which it was made. /.../ out of this vision will come a new way of life for each, and ultimately for all. »

From Ellen Key, 1913

» Only by clarifying the relationship between an artefact and the person who is going to use it, it is possible for me to form an understanding for the value of the artefact. »
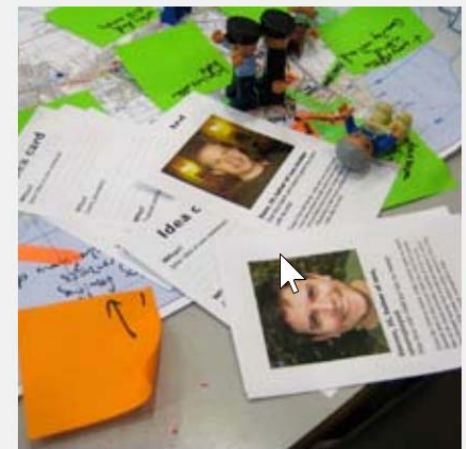
Paulsson & Paulsson 1957

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http://www.thejournalofdiabetesnursing.co.uk/media/content/_master/257/files/pdf/jdn10-7-261-4.pdf

http://www.designcouncil.org.uk/sites/default/files/asset/document/red-paper-transformation-design.pdf
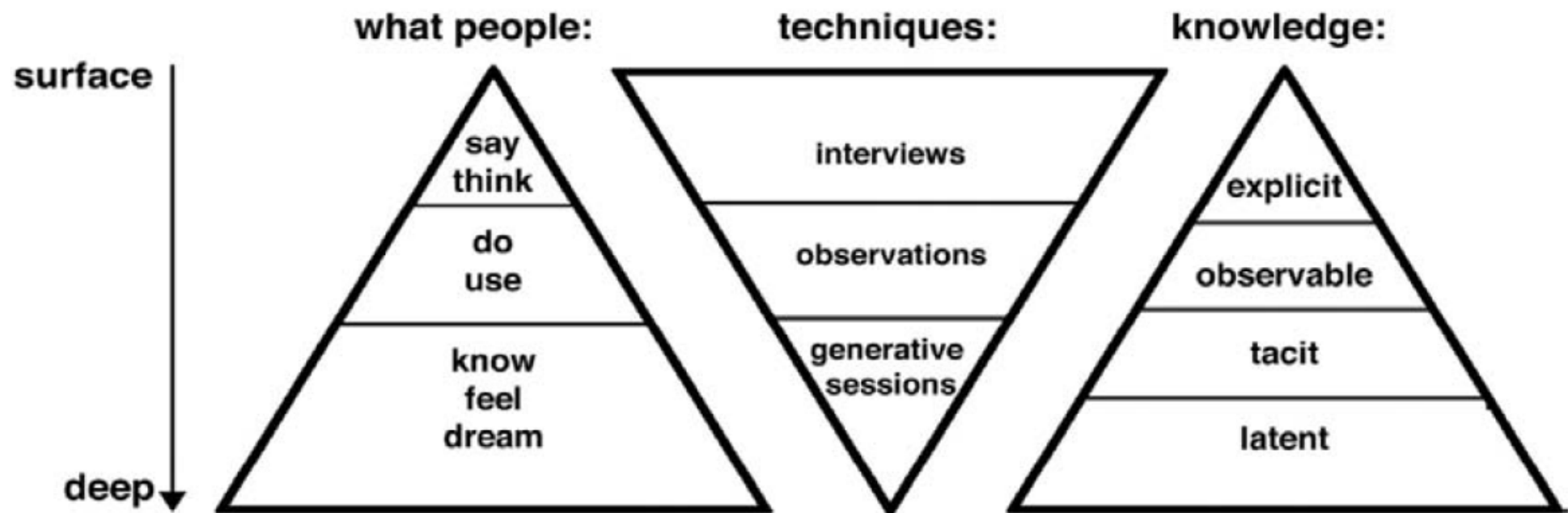
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Engaging fathers

"Co"

- Together; Who? Doing what? Where?

- Sharing; Who? With whom? What? How?

- Participating; Why? In what? By which means? When?

Can there be design without "co"

Framing

surface

deep

what people:
say
think
do
use
know
feel
dream

techniques:
interviews
observations
generative
sessions

knowledge:
explicit
observable
tacit
latent

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SURFACE ——————————————————————————————————————→ DEEP
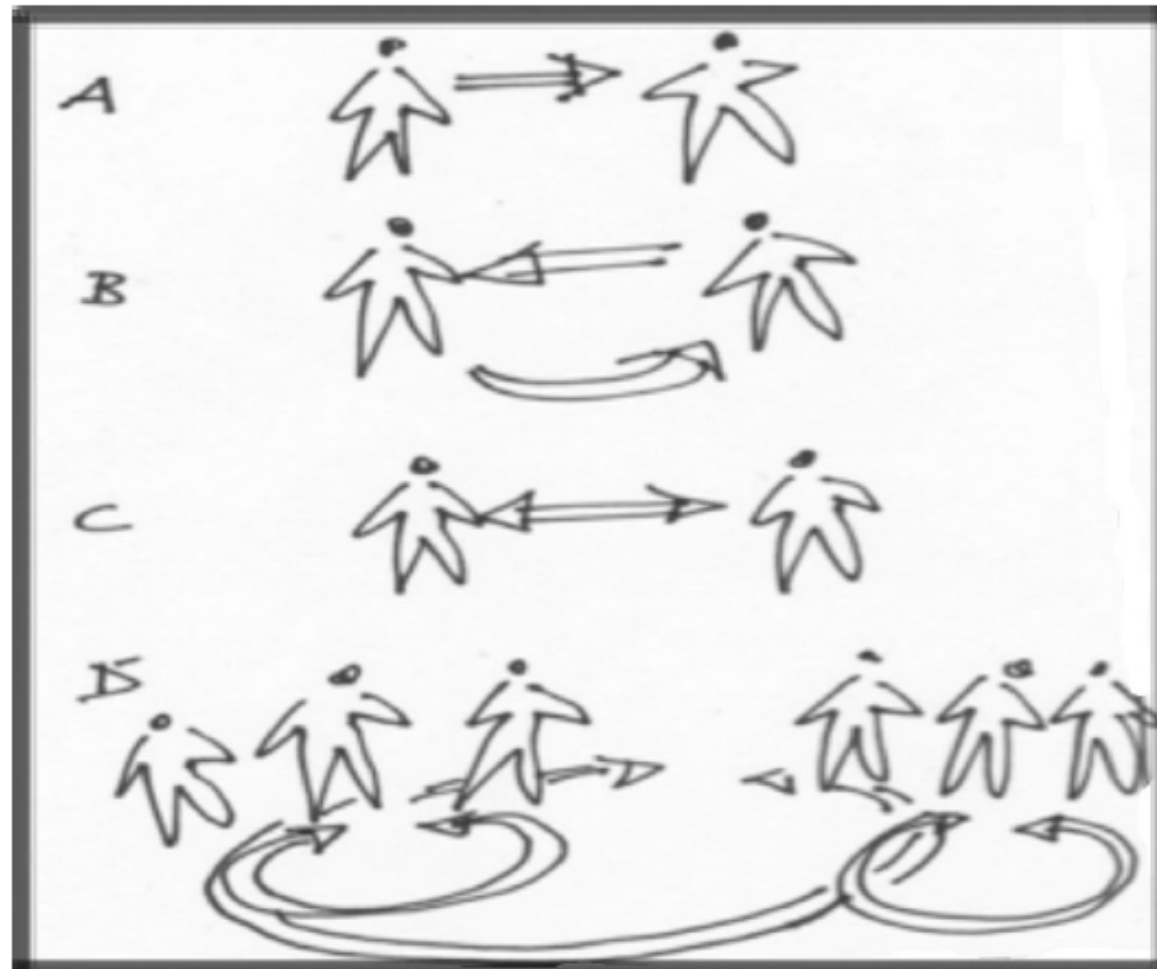

INTERVIEWS

- WHAT PEOPLE SAY / THINK
- EXPLICIT KNOWLEDGE

OBSERVATIONS

- WHAT PEOPLE DO / USE
- OBSERVABLE KNOWLEDGE

GENERATIVE TECHNIQUES
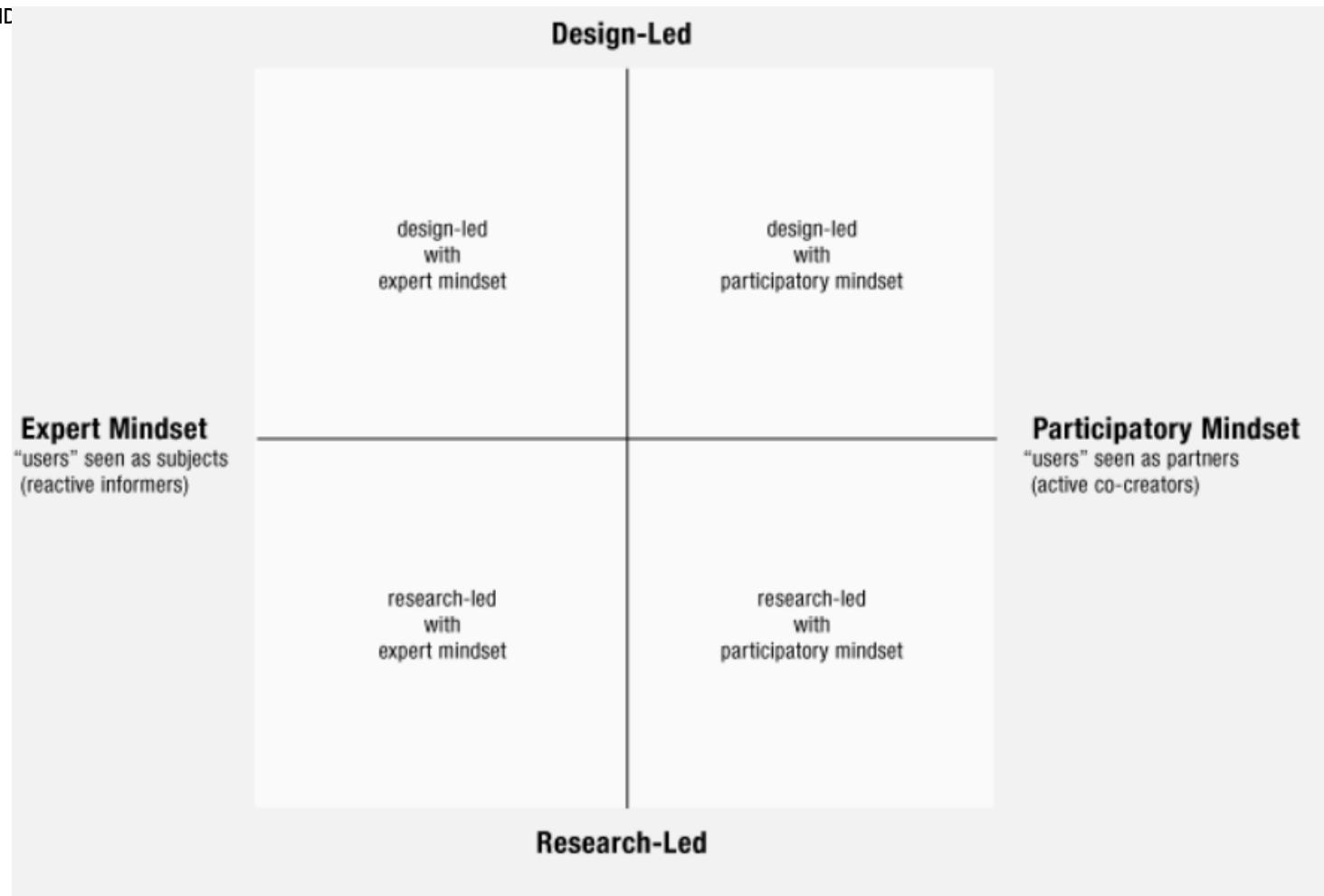
- WHAT PEOPLE FEEL / DREAM
- LATENT KNOWLEDGE

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Perspectives

- Participation
  - Who participates in what, who is left outside
- Expert vs user
  - Who is given the status of expert of what, and who is put in the shadow
- What is the need
  - Information vs learning
- What is the purpose
  - Framing, creating engagement, development, anchoring
- How is it taken forward

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Tool vs approach

- From props to Material Engagement
- From roleplay to Theatre of the Oppressed
- From storydice to Design Games
- From future workshop to Futuring
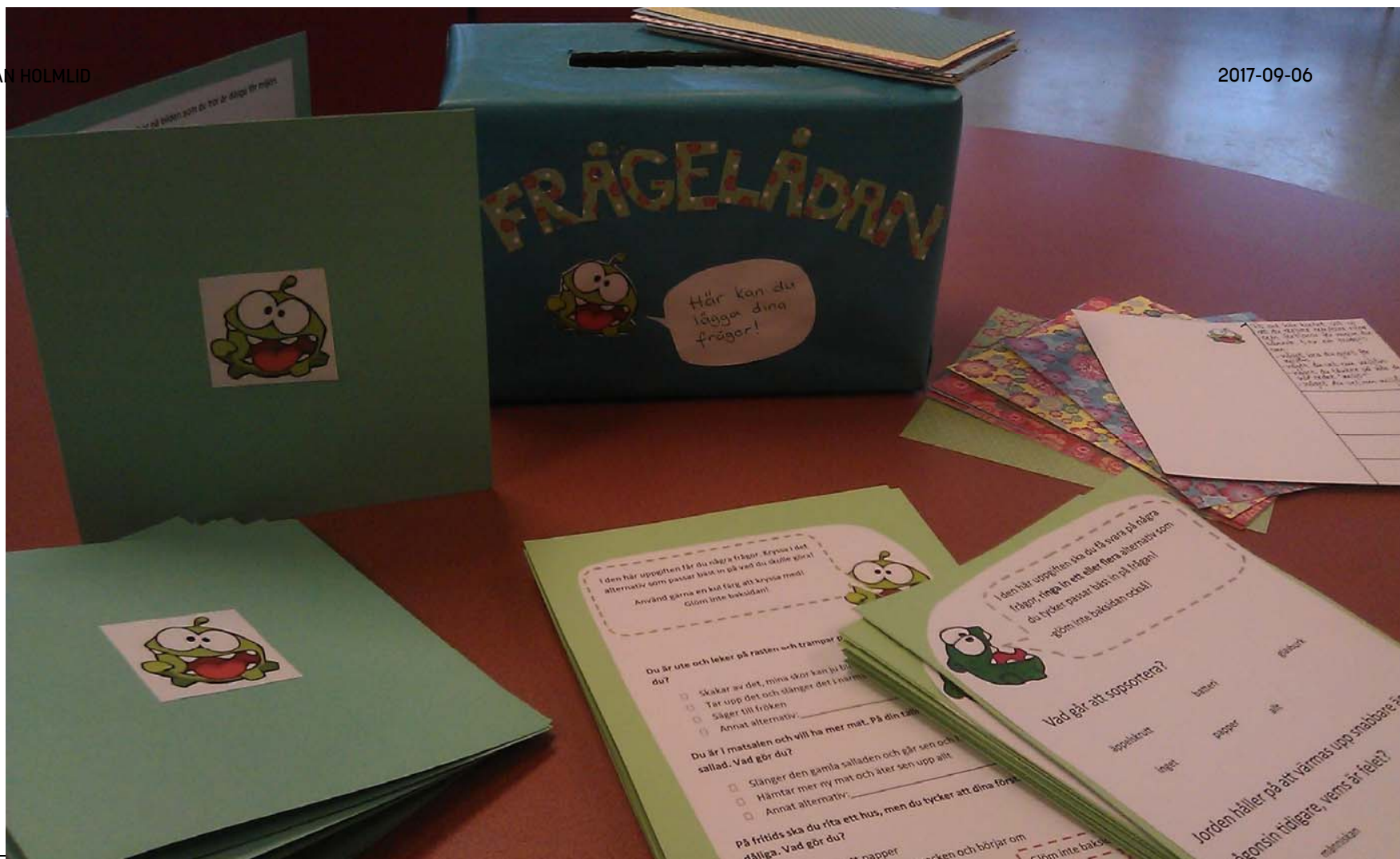- From participation to Ting

Etc.

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Some examples of tools

STEFAN HOLMLID

Magic thing

And more...

- Focus-troupes
- Bodystorming
- Formative Service Evaluation Techniques
- ...

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STAGE 1: PREPARING

DETERMINING THE GOALS — DEVELOPING THE PROBES — PLANNING THE FOLLOW-UP

STAGE 2: COLLECTING

SENSITIZING — MAKING — DISCUSSING
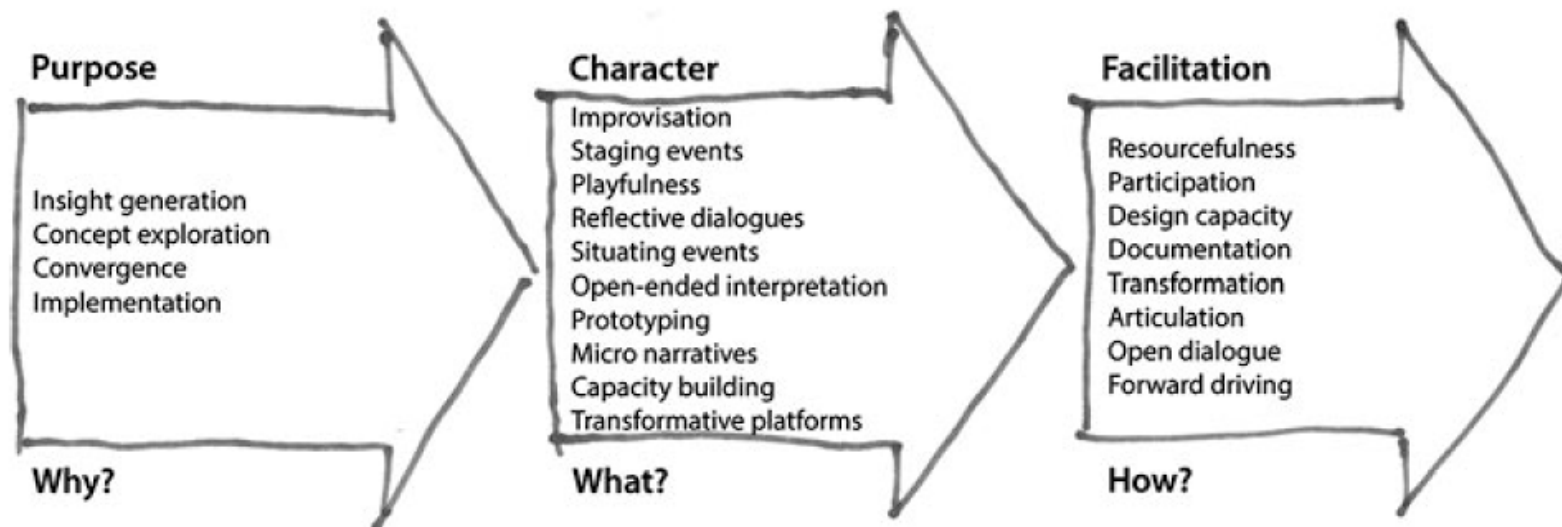
STAGE 3: COMMUNICATING

ANALYZING — SHARING — CONCEPTUALIZING

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De

Purpose

Insight generation
Concept exploration
Convergence
Implementation

Why?

Character

Improvisation
Staging events
Playfulness
Reflective dialogues
Situating events
Open-ended interpretation
Prototyping
Micro narratives
Capacity building
Transformative platforms

What?

Facilitation

Resourcefulness
Participation
Design capacity
Documentation
Transformation
Articulation
Open dialogue
Forward driving

How?

Additionally…

- Purpose (for what reason)
- Object (about what)
- Method (through which means)
- Place/space (where)
- Subjects/actors
- Structure
- Time/timing
- Pace/rhythm
- Outcomes

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Literature

Mandatory reading

- Chapter; co-creative practices in service innovation (Holmlid, Mattelmäki, Sleeswijk-Visser,)

- Book: convivial toolbox (Sanders, Stappers)

- Paper: lost in co-x: interpretations of co-design and co-creation (Mattelmäki, Sleeswijk-Visser)

- Write one precis per paper and chapter (instruction on Lisam)

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Pick one of the following

- Book: Design when everybody designs (Ezio Manzini)
- Book: Design for the real world (Viktor Papanek)
- Book: Design at work (Greenbaum & Kyng)

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Things full of links

- Holmlid, S. (2012). Participative; co-operative; emancipatory: From participatory design to service design. In Conference Proceedings ServDes. 2009; DeThinking Service; ReThinking Design; Oslo Norway 24-26 November 2009 (No. 059, pp. 105-118). Linköping University Electronic Press.

- http://cpsr.org/issues/pd/ and http://dl.acm.org/event.cfm?id=RE368&CFID=806001781&CFTOKEN=94694430 (Publication archive)

- Participatory innovation (conference)

- www.nordes.org

- Steen, M., Manschot, M., & De Koning, N. (2011). Benefits of co-design in service design projects. International Journal of Design, 5(2), 53-60

Historical sources, among others

- Ehn, P; Kyng, M (1987). "The Collective Resource Approach to Systems Design". Computers and Democracy - A Scandinavian Challenge. Aldershot, UK: Avebury. pp. 17–58.

- Ellen Key, e.g. in Creagh, L., Kåberg, H., & Lane, B. M. (Eds.). (2008). *Modern Swedish Design: Three Founding Texts: by Uno Åhrén, Gunnar Asplund, Wolter Gahn, Ellen Key, Sven Markelius, Gregor Paulsson, and Eskil Sundahl.* Museum of Modern Art.

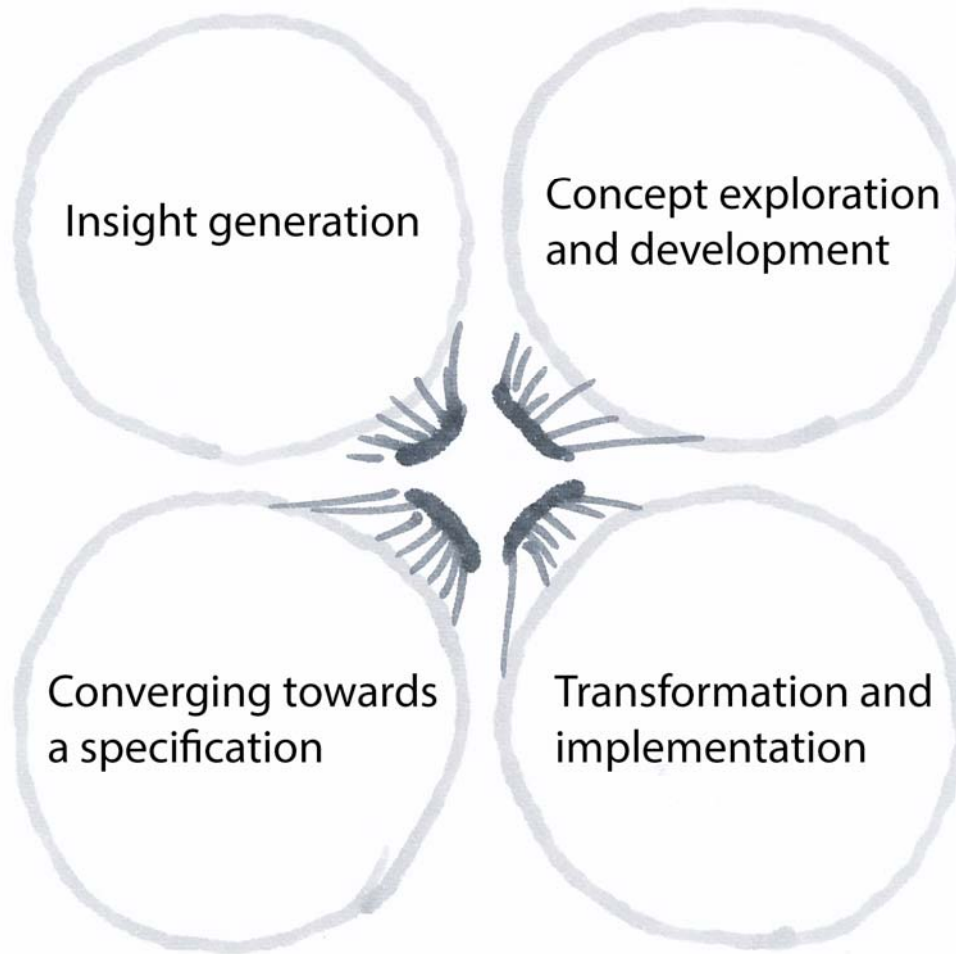- Greenbaum & Kyng (1991) Design at work.

Other books

- Mattelmäki, T. (2006). *Design probes*. Aalto University.

- Sleeswijk Visser, F. (2009). Bringing the everyday life of people into design.

- Westerlund, B. (2009). *Design space exploration: Co-operative creation of proposals for desired interactions with future artefacts* (Doctoral dissertation).

- Eriksen, M. A. (2012). *Material matters in co-designing: formatting & staging with participating materials in co-design projects, events & situations*. Faculty of Culture and Society, Malmö University.

- Lindström, K., & Ståhl, Å. (2014). *Patchworking publics-in-the-making: design, media and public engagement*.

- Binder, T., De Michelis, G., Ehn, P., Jacucci, G., Linde, P., & Wagner, I. (2011). Design things. MIT press.

- Löwgren, J., & Reimer, B. (2013). Collaborative media. Production, Consumption, and Design.

- Use scholar.google.se!

Assignments

Hours

- 160 hours in the course
- Over the whole semester

Three methods applied

- Insight generation
- Concept exploration and development
- Converging towards a specification

- As a support in your Food Waste project-process.

Overall structure

- Initial plan, Tuesday next week!
- Codesign for insight generation, week 38-41
- Codesign for concept exploration, week 44-47
- Codesign for specification, week 48-2

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Each iteration

- Articulate learning need/goal, the resources you plan to use, and a suggested work-plan. Upload to Lisam

- Meet-up with Stefan+Renee+Jonas

- Revise plan, and prepare

- (coaching if needed)

- Do

- (coaching if needed)

- Write a learning reflection

  - On what you planned and what you did,

  - On what you learned in relationship to your goals,

  - Identify future learning needs and possible opportunities,

  - Describe and relate the tool/approach to its history

- Meet-up with Stefan(+Renee+Jonas)

Reading assignment

- Pick on of the books
- Self-organize book-circles
    - Plan your reading, chapter-wise, seminars, etc
    - Everyone summarizes reading, uploads to Lisam
    - One person writes protocol of themes of your seminar dialogue, uploads to Lisam

Stefan Holmlid

www.liu.se

Traditional?

- Western society
- Industrial
- 20th century
- Focus on efficiency, mass production

Contemporary?

- Mainly a means to keep alert...

Values

- Instrumental
- Symbolic
- Aesthetic
- …

On line banking, in the 90's

- Starting out...

- Elderly use

Example: Gjensidige insurande
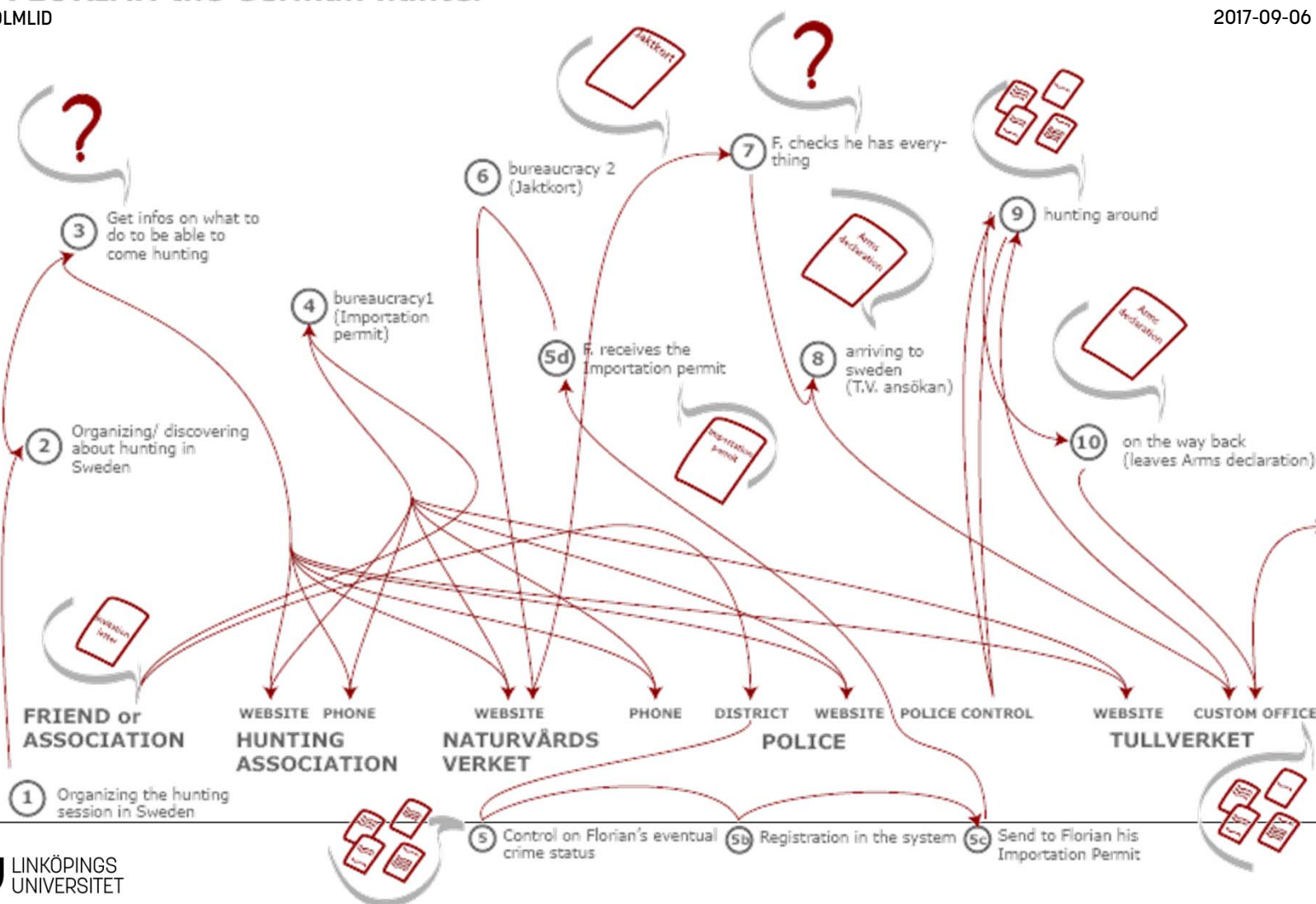
- Extremely skilled
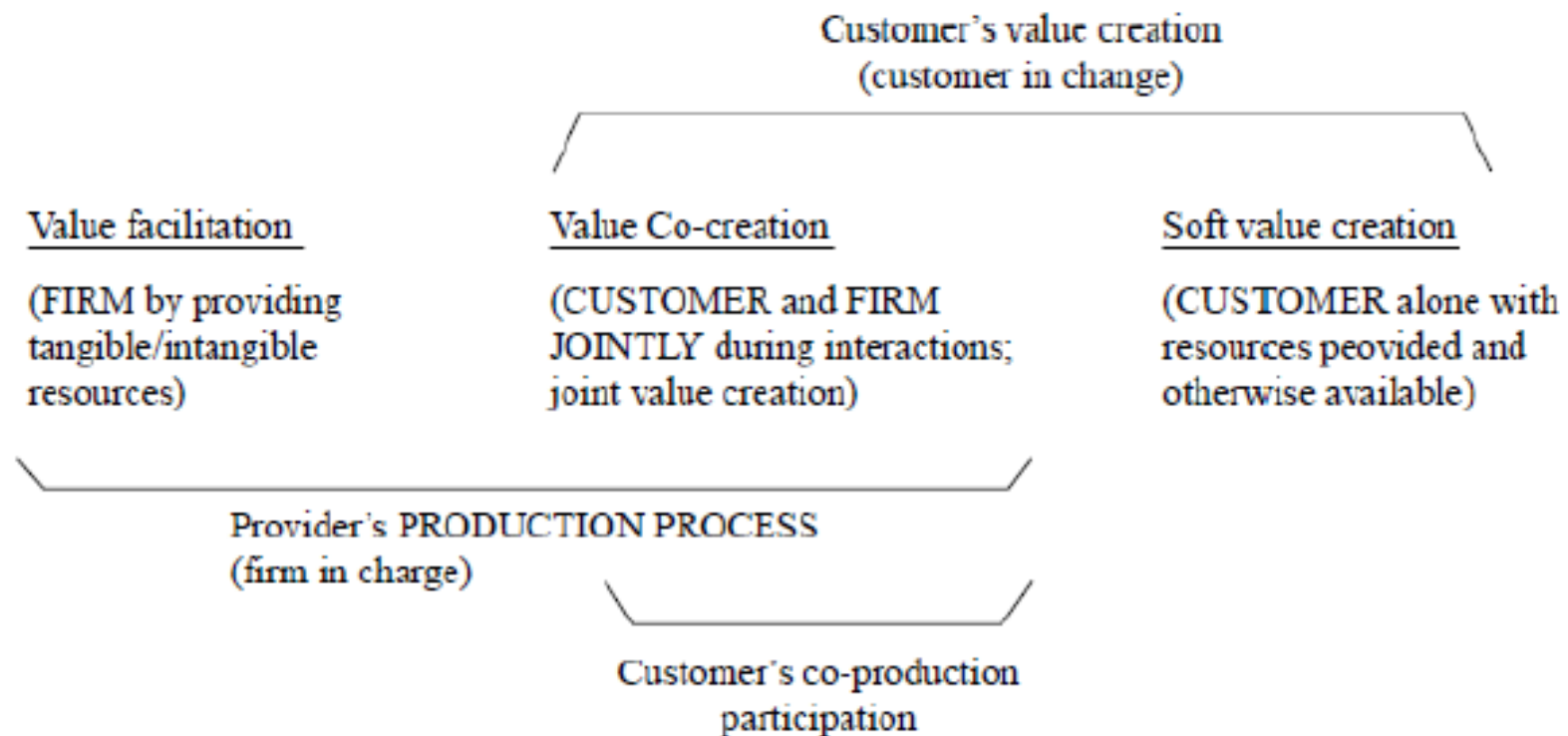- Fokus on solving problems quickly

FLORIAN the German hunter

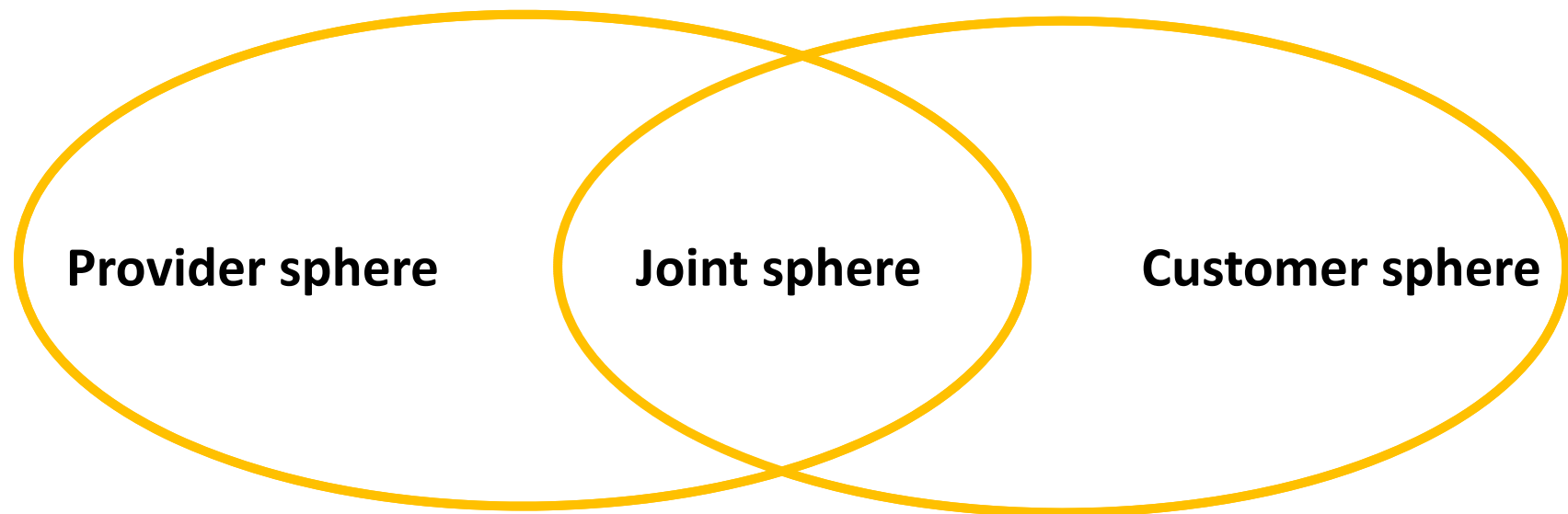**3** Get infos on what to do to be able to come hunting

6 bureaucracy 2 (Jaktkort)

7 F. checks he has everything

9 hunting around

4 bureaucracy1 (Importation permit)

5d F. receives the Importation permit

8 arriving to sweden (T.V. ansökan)

2 Organizing/ discovering about hunting in Sweden

10 on the way back (leaves Arms declaration)

FRIEND or ASSOCIATION

WEBSITE   PHONE
HUNTING ASSOCIATION

WEBSITE   PHONE   DISTRICT   WEBSITE   POLICE CONTROL
NATURVÅRDS VERKET   **POLICE**

WEBSITE   CUSTOM OFFICE
TULLVERKET

1 Organizing the hunting session in Sweden

5 Control on Florian's eventual crime status

5b Registration in the system

5c Send to Florian his Importation Permit

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Value creation

- In service
- Cyclic
- In networks
- In communities
- Social value

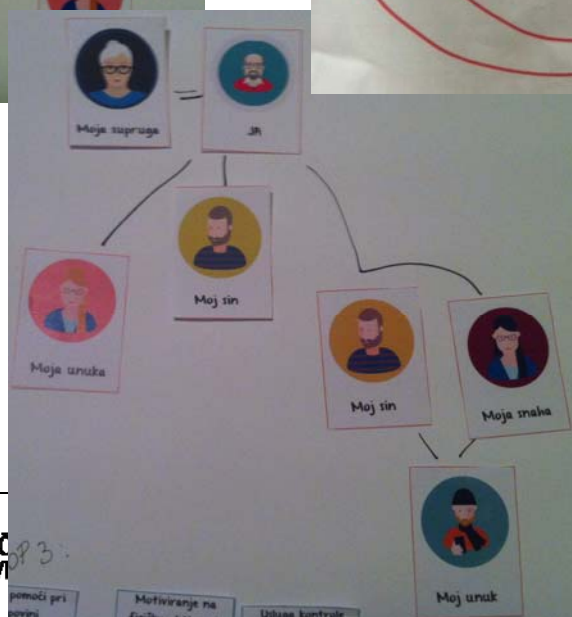Customer's value creation
(customer in change)

Value facilitation

(FIRM by providing
tangible/intangible
resources)

Value Co-creation

(CUSTOMER and FIRM
JOINTLY during interactions;
joint value creation)

Soft value creation

(CUSTOMER alone with
resources peovided and
otherwise available)

Provider's PRODUCTION PROCESS
(firm in charge)

Customer's co-production
participation

Service logic

Provider sphere   Joint sphere   Customer sphere

Cyclic

Community based

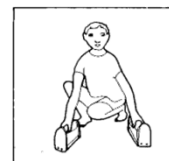■ Carried by two helpers.

■ Carried by one helper.

■ Carried in a wheelbarrow.

■ Move on a trolley.
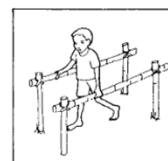
■ Move by crawling.

■ Move by crouching.

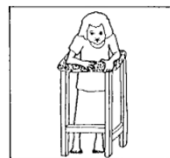■ Walk with two helpers.

■ Walk with one helper.

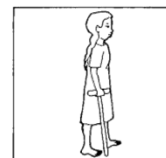■ Walk using two bars.

■ Walk using one bar.

■ Walk with a frame.

■ Walk with two crutches.

■ Walk with two sticks.

■ Walk with one stick.

■ Walk without help.

■ The pictures will help you to find which training leaflets to use. There are 15 leaflets in this package that match the pictures. There are also 3 leaflets which describe walking aids that may be needed by some people with difficulty moving. These describe how to make a splint for the knee (Leaflet 16), how to make a splint for the foot (Leaflet 17), and how to make a shoe raise (Leaflet 18).

Bootstrap

Guests

- Elin Wihlborg, LiU
- Julia Jonas, Friedrich-Alexander-University Erlangen-Nuremberg
- Maybe Per-Anders Hillgren, Malmö Högskola

Literature

Under construction

- **Course literature**

- Arvola, M., & Holmlid, S. (2016, May). Service Design Ways to Value-In-Use. In Service Design Geographies. Proceedings of the ServDes. 2016 Conference (No. 125, pp. 530-536). Linköping University Electronic Press.

- Le Dantec, C. A. (2016). Designing Publics. MIT Press.

- **Recommended reading**

- Seravalli, A. (2011). Democratizing production: challenges in co-designing enabling platforms for social innovation.

- Viktor Papanek, Design for the real world

- John Heskett, Design and the creation of value

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