

The Emerging Art of Design Facilitation

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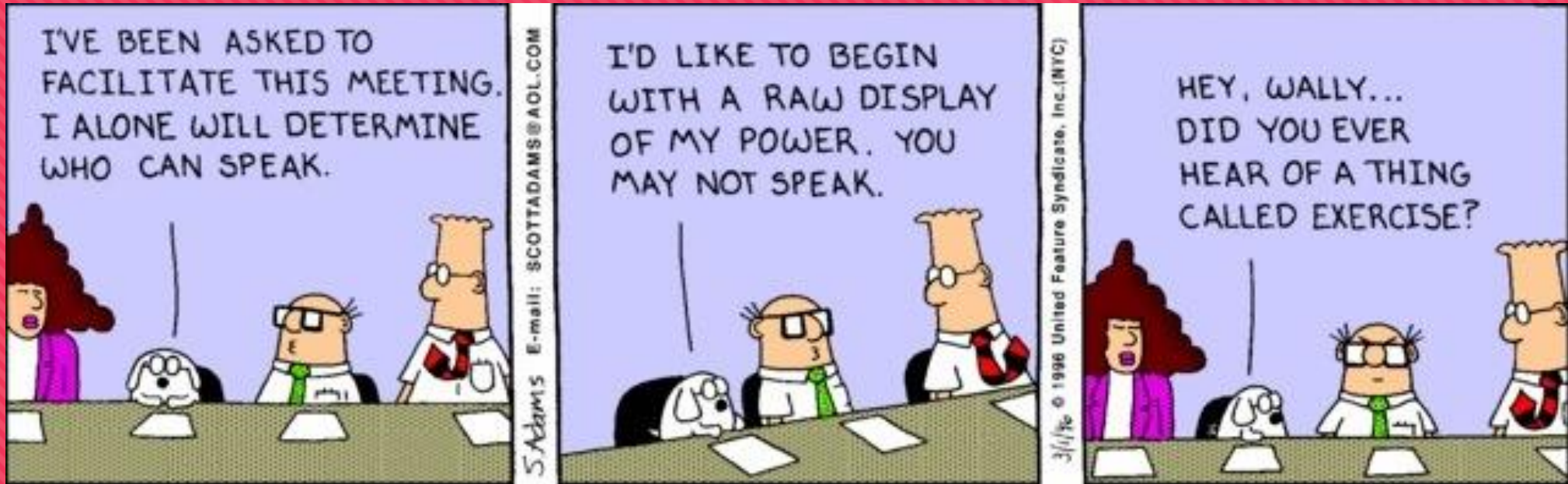
Workshop for the AHS Quality Summit, October 17, 2019



CoLab.

Complexity | Collaboration | Co-design | Co-creation





What comes to mind when you think a “facilitator”?



Rapidly Build New Connections | 3 Conversations X 4 Minutes

Share a story of a great – or not so great – facilitation experience.

What made it so?

The Plan

What is it?



A Way of Being



A Way of Thinking

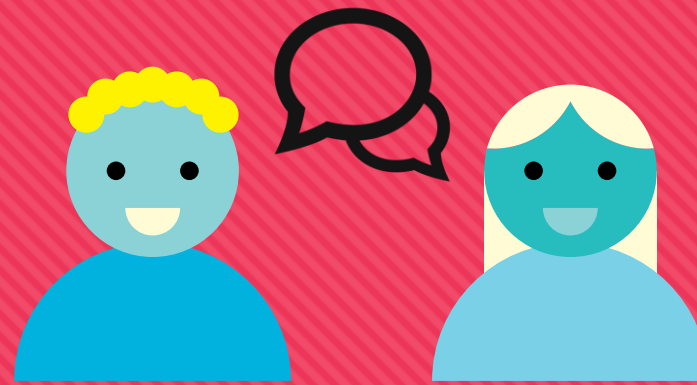


A Way of Planning



A Way of Doing





We invite you to form five groups – one per item.



What is it?



A Way of Being



A Way of Thinking



A Way of Planning



A Way of Doing

What does each mean to you, in the context of design facilitation?

3-5 fabulous insights – please write one per sticky

“It’s all about helping someone else walk in the shoes of a designer.”

- Keren Perla

What is Design Facilitation?



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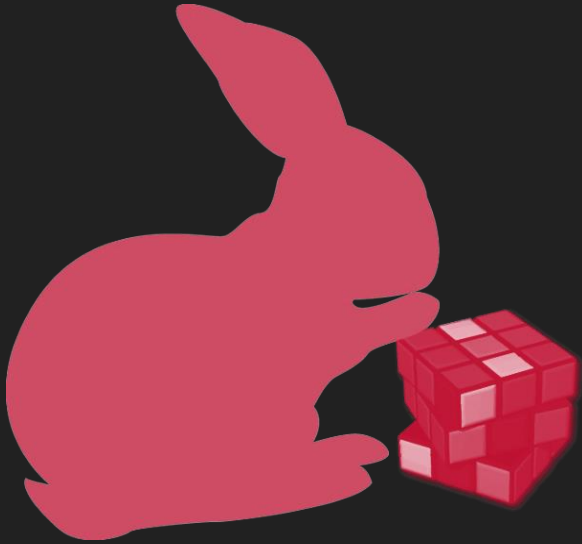


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Feels the same. The difference is what success looks like.





Simple Puzzle

A Rubik's Cube is tough, but there is a single, agreed-upon solution



Complicated Problem

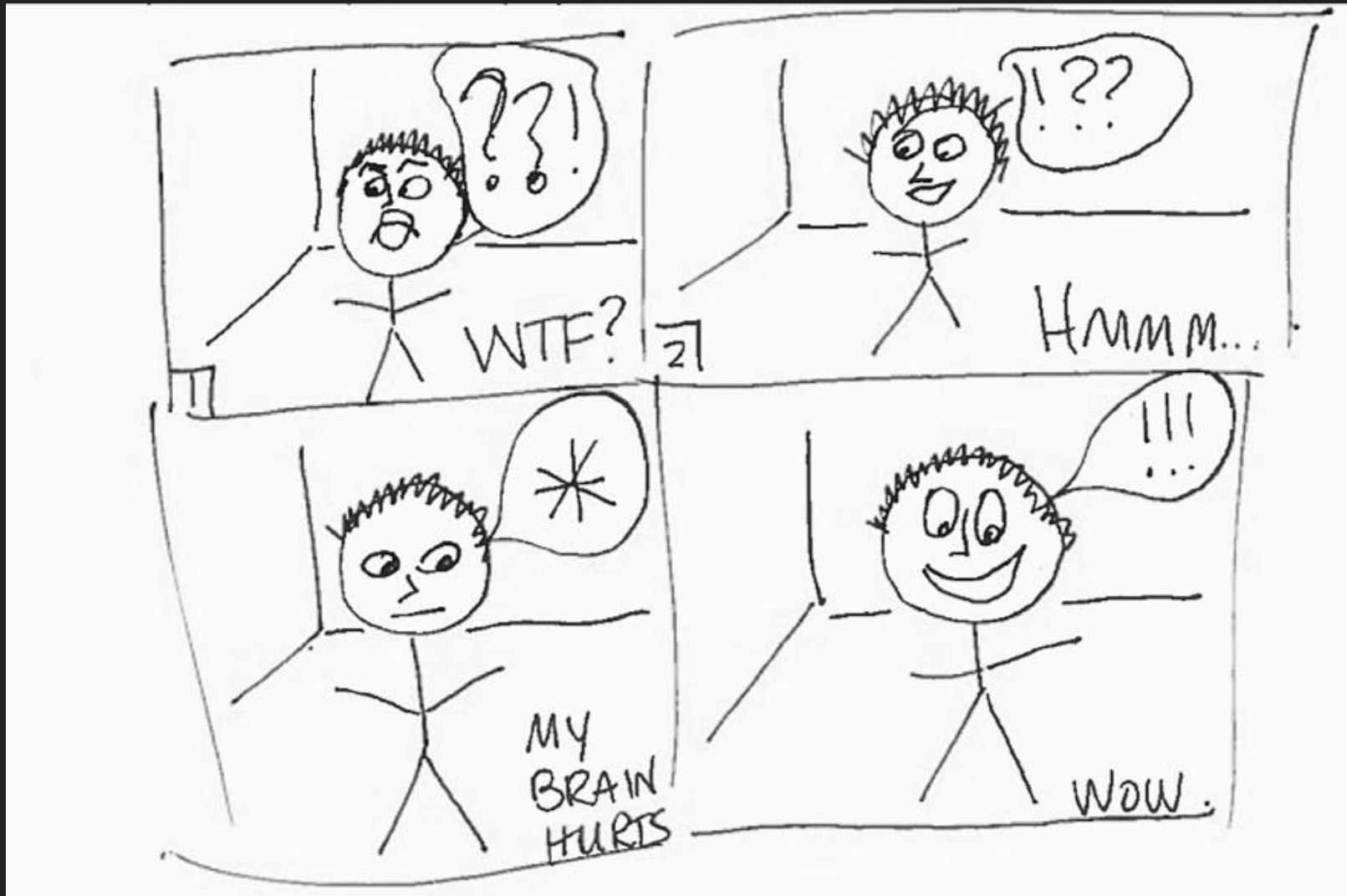
It's tricky to send a rabbit to the moon, but there is shared wisdom and rules to follow



Complex Mess

Raising a litter of bunnies is hard! Each bunny is different and they don't come with instructions

It's used for different types of challenges.



What design facilitation can feel like.

A way of being

“The real journey of discovery consists not in seeking new landscapes but in having new eyes.”

– Marcel Proust

- Progress not Perfection
- Helper, participant, co-creator
- Hopeful realism



A way of thinking

“Instead of thinking outside the box, get rid of the box.”

– Deepak Chopra

- Accommodation not Consensus
- Embrace “What if?”
- Look for emergence



SHIRITORI



cat - table - egg

A way of planning

“For good ideas and true innovation, you need human interaction, conflict, argument and debate.”

- Margaret Heffernan

- Target content and emotions
- Aspire to reframe
- Diverge for longer than feels comfortable
- Diverge, Converge, Repeat



1, 2, 3...



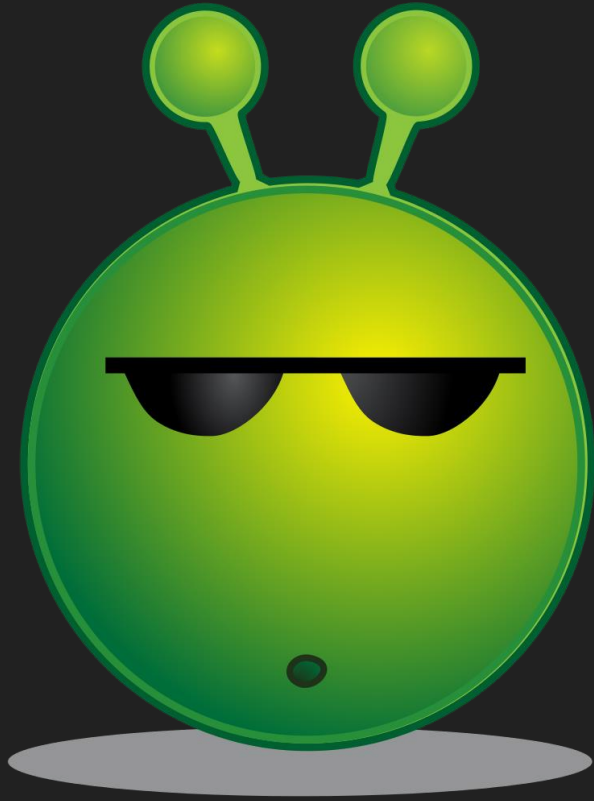
A way of doing

“Sometimes the world is cruel to shiny things.”

– Lucy, King of the Hill

- Create the container
- Tools "schmools"
- Activities for energy





“beep ”
Antennae



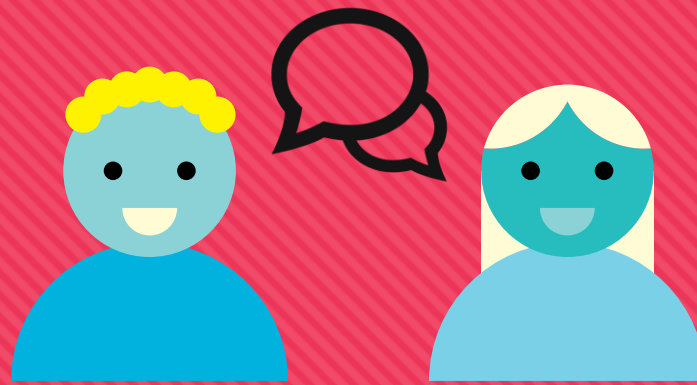
“ROAR!”
Claws



“MOOOO!”
Belly Rub

Tips & Tricks

- Remember that you're a helper.
- It's not about you.
- Don't tell people they're wrong.
- Avoid prioritizing the tool over the idea.
- Plan to keep your options open.
- Be transparent about your process.
- Reflect.
- Use the language of invitation.
- Ease people in.
- Model the behaviors you want to create.
- Make 'em laugh.
- Leverage silence.
- Design your own tools.
- Take breaks.



We invite you to move back into your same five groups.



What is it?



A Way of Being



A Way of Thinking



A Way of Planning



A Way of Doing

What is alive for you from the session today?

Add any new insights – please write one per sticky

Thank You!

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