

Co-designing Improvements of Knowledge Exchange Tools

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Abstract:

This workshop will present and validate the usefulness of a framework for improving knowledge exchange (KE) tools. We propose an improvement framework, where participants collaboratively improve the functions, instructions and flexibility of tools to develop their engagement practices. In this workshop, we will lead participants through a creative engagement activity, where participants will learn through doing how to improve KE tools within a collaborative improvement framework. The potential workshop outcomes are new knowledge and tool ideas as a result of a collective and fruitful experience among participants. Participants will gain new knowledge on how to improve the engagement with groups of non-designers through the improvement of KE tools and other tools, such as participatory tools. Further research involves inviting participants to take part in a research study on the potential applications of the improvement framework to their own work.

Keywords: Co-design; Knowledge Exchange; Creative Engagement; Improvement of Tools

1. Context of Workshop

Knowledge Exchange (KE) involves sharing ideas, results, expertise and approaches among people within organisations and communities to engage and learn together about a social situation and individuals (Author, 2012; 2017). This approach enables people to participate in the design and decision-making of projects, programmes or policies that affect their lives. In these processes, tools are often used to enable creative dialogue between organisation and individuals to achieve desired outcomes. KE tools are used not only by design practitioners, but also by public sector practitioners and others to facilitate engagement approaches. The use of prescribed or generic KE tools does not ensure an appropriate and fruitful KE design. A good KE design involves specialised or adaptable tools for particular contexts, such as specific tools for engaging with young adults or younger children. One approach to achieve more effective KE design is to improve existing tools.

In this workshop, we propose an improvement framework, where participants collaboratively improve tools to develop their current practices (Author, in press). We aim to apply the framework and help participants to use and understand it in order to validate its usefulness. This workshop is designed to engage participants in an enjoyable and dynamic activity, where we will use creative facilitation to lead participants through a creative process in order to co-design tool improvements. We have delivered similar workshops to design practitioners and engagement professionals in the UK, where they developed new versions of tools to improve their practices, as a part of a larger action research project.

This workshop will allow participants to learn through doing how to improve the function (Figure 1), instruction (Figure 2) and flexibility (Figure 3) of tools to establish the relevance of the work in the design community. Participants will explore and creatively improve tools and reflect on their practices. Workshop outcomes include learning together new knowledge and generating new tool ideas. We invite people who work with groups of non-designers and design researchers specialised in participatory approaches to sign up for this workshop. Further research involves inviting design researchers and practitioners to take part in a research study on the potential application of the improvement framework to their current practices.

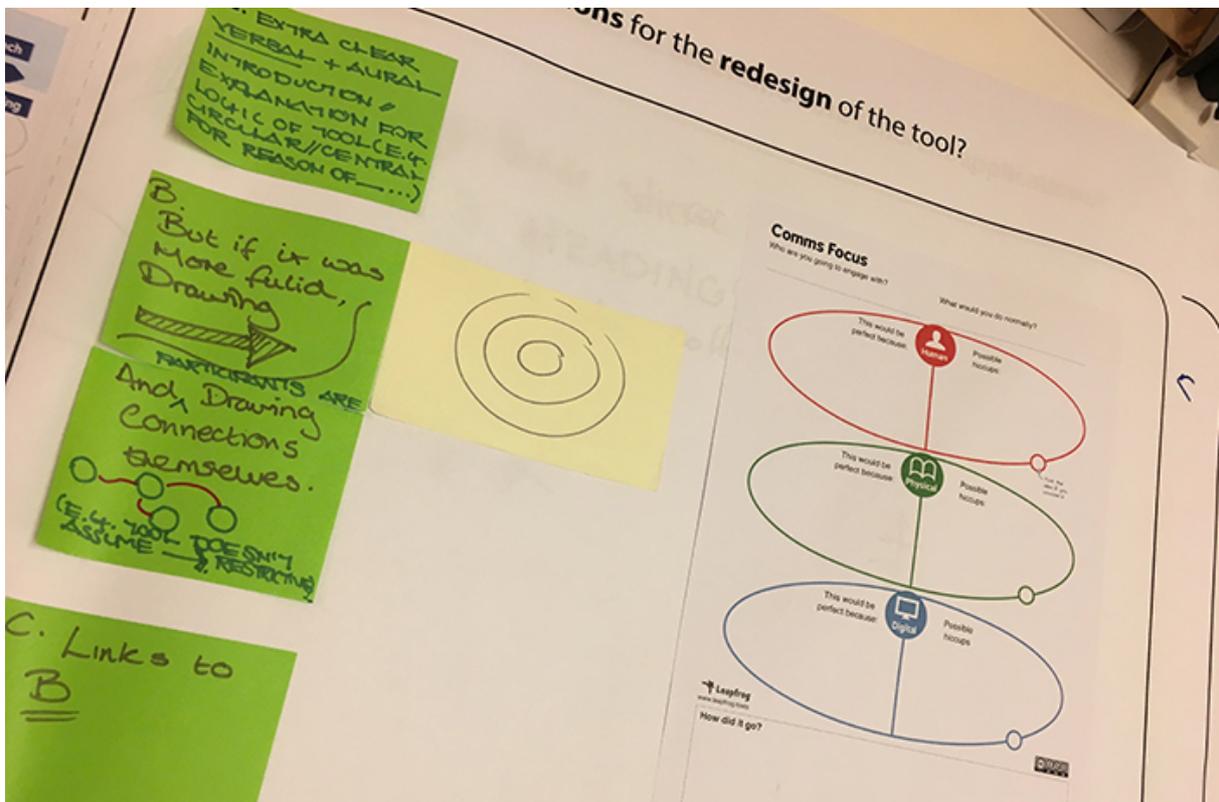


Figure 1 – Improving the functions of tools

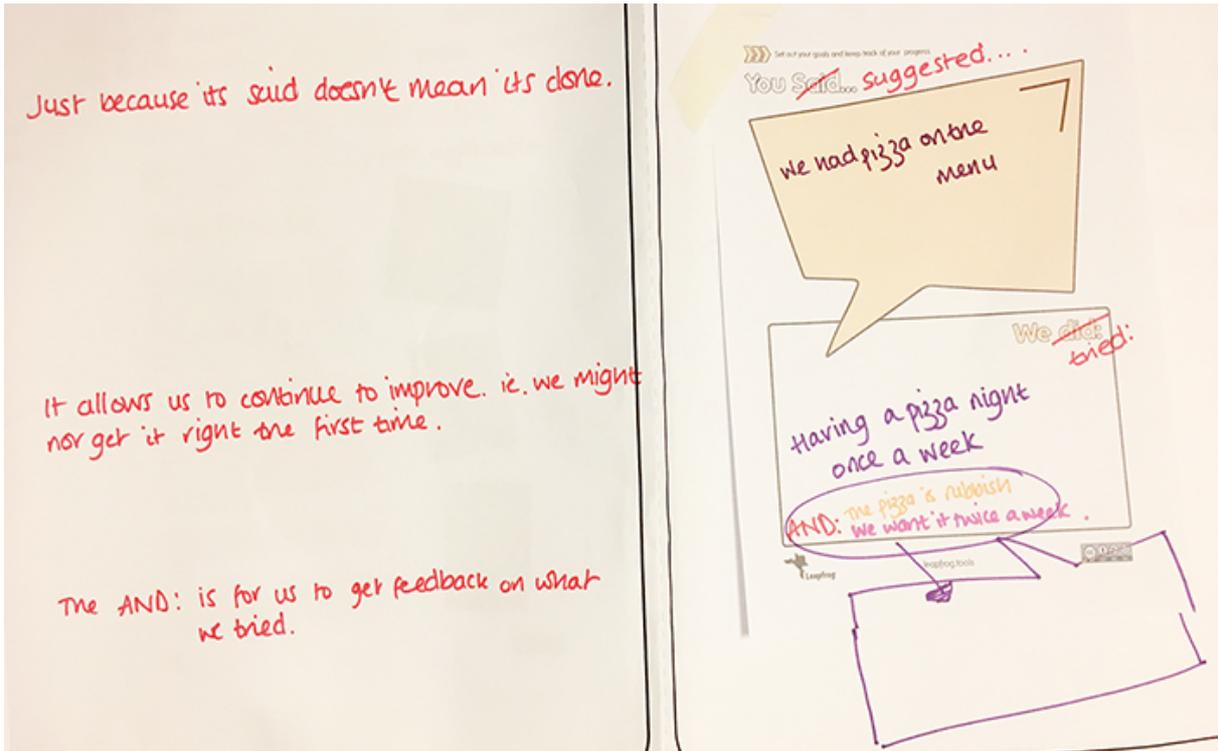


Figure 2 - Improving the functions of tools

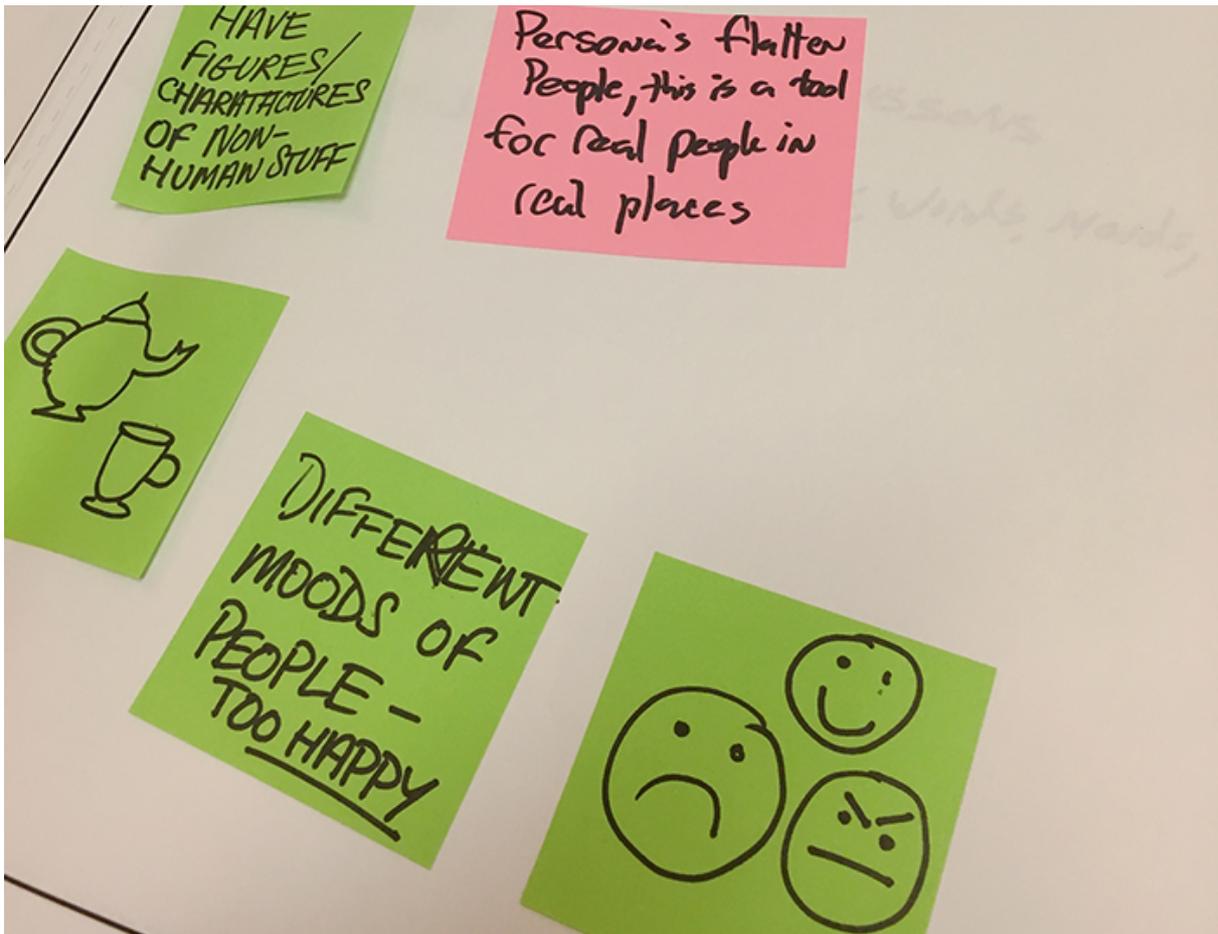


Figure 3 - Improving the flexibility of tools

2. Planned Activities and Expected Outcomes

Part 1: Introduction

- **Objectives** – Research project presentation, definition of tools, project outcomes, workshop agenda, and consent form
- **Introduction of tools** – Present tools to be explored and improved by participants.

Part 2: Improvement activity

- This activity consists in a series of activities aimed at exploring and improving KE tools, where participants will work in small groups to co-design improvements.

Part 3: Reflection and synthesis

- We will ask each group to look across all the proposals of each tool and discuss where have been improvements in the tool they initially worked with.
- Then, we will provide an evaluation sheet, where we will ask each group to rate each set of proposals and share few words that express their thoughts and feelings.

Part 4: Wrap up

- We will present the research findings of our study to allow participants to make their own assessment of the fit with theory and the improvement practice performed in the workshop.

Take away for participants

- They will become part of a network of design researchers interested in tools.
- This workshop will give practical knowledge on how to improve any tool.
- Understanding on how to improve engagement practices by redesigning tools.
- New tool ideas

3. Intended Audience

We invite people who work with groups of non-designers, and design researchers specialised in participatory approaches and tool design. The ideal number of workshop participants is 10 to 15.

4. Length of Workshop

This workshop will be delivered in 1.5 hours. This period of time will allow participants to explore, improve, evaluate different tools, and give their feedback about the framework.

5. Space and Equipment Required

In terms of space, we require a flat room with a space for groups to move around, and three breakout tables with 5-6 chairs per table. In terms of equipment, a projector and a screen.

6. Potential Outputs

- Fresh insights into how to creatively and collaboratively improve knowledge exchange designs.

- The validation of a non-conventional approach that will contribute to the discussions at EAD conference.
- New knowledge and tool ideas
- A refined framework for improving tools that contributes to our on-going AHRC research funded project, *Leapfrog*.
- A short report on the results of this workshop for the EAD website.

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About the Organisers:

Organiser 1 add an Organiser bio that describes your background and any other achievements in a maximum of 40 words. [[_RwS Author Bio and Acknowledgements](#)]

Organiser 2 add an Organiser bio that describes your background and any other achievements in a maximum of 40 words.

Organiser 3 add an Organiser bio that describes your background and any other achievements in a maximum of 40 words.

Acknowledgements: this section is optional. You can use this section to acknowledge support you have had for your research from your colleagues, student's participation, internal or external partners' contribution or funding bodies.