

**CALL FOR PARTICIPATION**

Workshop by NTT Service Evolution and Technical University of Denmark.

20 November 2017  
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**How do you design living lab?**

**Share your designer mind-set and know-how for sustainable participatory design environment?**

**Introduction**

Design by involving varied stakeholders such as local citizens for community & industry revitalization, social innovation and other innovative actions for daily problem solving have practiced intensively these days. Academia, practitioners, industries and local municipalities have developed design tools, organize participatory design workshops, establish design environment such as living labs together with other stakeholders. Along the way, a lot of methods and approaches for co-design, service design and participatory design have been suggested, which aim to understand in the fields, involve key stakeholders to create actively, as well as, to let participants have design confidence to design solutions together.

**Challenge**

Apart from well-established design processes, methods and approaches, we have limited understandings how to use the methods appropriately to run design project sustainable and successful. The tacit knowledge behind the usage of processes, methods and approaches remains tacit, which limit accessibility of methods in wider usage in society.

There are some studies towards this challenge such as mindset<sup>1</sup> approach [1, 4, 5], describing as multimedia guidebook [7], pattern languages [2, 3] and externalizing in visual representations such as stories and video [6]. For example, mindset approach [1, 4, 5] emphasizes an importance of having methods mindset in the use of methods (by designers) as “the usage is typically conditioned by numerous factors outside their prescriptive boundaries [1]”. Such tacit knowledge behind the use of processes, methods and approaches are internalized and accumulated within practitioners and Co-Design researchers, which is not shared with co-designers (ex. citizens) mainly due to its difficulty in externalizing in words, visual representations and tangible artifacts.

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<sup>1</sup> A mindset represents a mental framework that supports designers in using methods.

## Workshop

In this workshop, design researchers and practitioners will gather with their own hands-on experiences of success and failure cases, *depict* mindset/know-how/tacit knowledge from their own case, and *describe* them in a designated descriptive format. In the workshop, we will discuss;

**How do we chose and use a design method and why?**

**What kind of tacit knowledge behind design methods makes a difference?**

**How can we describe them to work together with others?**

The workshop organizers will present their preliminary analysis on varied design projects as a discussion springboard, and propose one way of describing tacit knowledge behind the usage of methods and processes.

The ultimate aim of this workshop is to suggest a framework of open depository of tacit knowledge, based on practical cases with different socio-technical background. It would be a great value to establish a shared depository, in which every social design practitioners and researchers could freely contribute to, refer to and utilize to their own local social innovation practice for common good.

## Date and Place

- 2017. December 5 Tuesday 10:00-17:00
- Bygning 101: Møderum 5, Technical University of Denmark, Lyngby

## Program

- 10:00: Introduction with Coffee
- 10:30: Cases (15 min \* 4)
- 11:30: Lunch
- 12:30: Cases (15 min \* 4)
- 13:30: Feedback and Group work
- 14:30: Independent work on story making
- 15:00: Presentation (10 min \* 8)
- 16:30: Conclusion

## Reference

- [1] Daalhuizen, Person & Gattol, A personal matter? An investigation of students design process experiences when using a heuristic or a systematic method. *Design Studies*, 35(2). 2014.
- [2] Alexander, Christopher. *A Pattern Language: Towns, Buildings, Construction*. Oxford University Press, USA. p. 1216. ISBN 0-19-501919-9. 1977.
- [3] Iba Takashi, Makoto Okada, *Words for a Journey: The Art of Being with Dementia*, CreativeShift Lab, 2017.
- [4] Andreasen, M. M. Improving design methods' usability by a mindset approach. In *Human behaviour in design* pp. 209-218. Springer Berlin Heidelberg. 2003.
- [5] Daalhuizen, J. J. *Method Usage in Design: How methods function as mental tools for designers*. 2014.
- [6] <http://isitabird.dk/buzz/driving-change-with-live-animated-films>
- [7] <http://pioneerguide.com/>