

Facilitating Workshops with the Global Innovation and Design Lab

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ABSTRACT

The poster is a reflection on my experiences facilitating community workshop as a GID awardee. These workshops were conducted via Zoom and using the virtual whiteboard collaboration software, MURAL. My role during these workshops was to lead the ideation and rapid prototyping phase of design with small groups of participants. I helped

INTRODUCTION AND PURPOSE

As a Fall Quarter 2020 Global Innovation and Design Lab awardee, I helped facilitate several workshops with local Puget Sound organizations. We used Zoom as our virtual meeting space, the screen-sharing capabilities as well as the breakout rooms for small group discussion. We also used the virtual whiteboard software, MURAL for our virtual collaboration. Part of my responsibilities as a GID awardee consisted of leading breakout groups in the ideation and prototyping part of the workshops. I used the leadership skills I learned during our GID meetings to prompt new ideas from participants and model the prototyping process for them.

Pacific Lutheran University Act Six Scholars Workshop

The purpose of this workshop was to help the PLU Act Six Scholars identify barriers to student success and achieving their goals. From the barriers that the Act Six scholars identified, the top 4 were selected for ideation. The GID Awardees and faculty lead the breakout sessions for the prototyping.

South Sound Together: Civic Engagement

The purpose of the South Sound Together workshop was to address the question of how to increase civic engagement among young adults in the Puget Sound area. The participants in this meeting were members of the South Sound Together Committee and college students from UWT and TCC. Participants broke into small groups to identify barriers to civic engagement and brainstormed ways to overcome these barriers.

United Way Poverty to Possibility Workshop

During the United Way Poverty to Possibility workshop, several local organizations showcased their community projects. The GID staff and Awardees were among the facilitators that lead participants through prototyping predetermined user problems.

PROPOSED SOLUTION/RECOMMENDATIONS

Pacific Lutheran University Act Six Workshop

This was the first workshop that I helped facilitate and felt that I should be contributing as much as the others to keep the conversation going. My group had a lot of good ideas and I enjoyed seeing them build off of each other's ideas. We were ideating ways that PLU/the ACT Six program can help students overcome the financial barrier of having a lack of financial knowledge. The participants and I ideated on solutions such as classes and financial wellness events.

South Sound Together: Civic Engagement Workshop

This workshop was split into two sessions. During the first session, the participants discussed the barriers to Civic Engagement that young people (ages 16-25) in the community are facing. These barriers were submitted by the workshop participants via MURAL, the online whiteboard collaboration tool, before the first session. The participants voted on the top five barriers to civic engagement. After the top five barriers were decided on, participants discussed their personal experiences with the barriers. The participants were then divided into breakout rooms to discuss the barriers and ideate five solutions to overcome the barrier and allow more people to become civically engaged.

United Way Poverty to Possibility Workshop

The GID Lab faculty and awardees and several other community volunteers facilitated led breakout sessions with the participants of United Way's: Poverty to Possibility conference. Each breakout room was assigned a persona of someone with unique needs who would benefit from United Way's services. My group tackled a persona of a user trying to access United Way's resource page and created a prototype of a redesign for the resource page using the supplies we had available.

METHOD(S)

Zoom: Zoom is a virtual meeting software that we used to conduct our workshops and virtual conferences. Zoom allows users to use their cameras and microphones as well as a chat feature to allow users to communicate with each other. Zoom also has a screen-sharing feature that allows presenters to share their presentations with all participants. The Breakout Room feature of Zoom allows the participants to break into smaller groups for more in-depth discussion.

MURAL: Mural is a virtual whiteboard software that allows multiple users to collaborate on the same virtual workspace. MURAL allows users to make a template in advance to design the workspace that users will ideate on. Users are able to import photos, use sticky notes, and draw. MURAL also has a timer feature that allows facilitators to keep meetings on track.

CONCLUSIONS

The GID lab was able to successfully facilitate these workshops as a team and help the participants innovate new solutions to local problems during social distancing because we took advantage of the collaborative software available to us and planned these exercises thoughtfully and collaboratively.

REFLECTION

Working with the GID lab during Fall quarter 2020 was my first experience leading a workshop. It felt good to help people learn new ways to help their community while also learning how to collaborate remotely. I haven't experienced an in-person GID workshop, but I know that we managed to be just as productive remotely as we would have been in-person.

Each workshop had its own unique challenges and a diversity of participants that should be different ways that people generate ideas and products. This was invaluable in my growth as a user experience learner.

My experience as a GID Awardee taught me a lot about the ideation and prototyping process by showing me how to lead others through the process. Seeing the innovative ways that people can come up with new ideas together while being physically separated during social distancing has inspired me to learn new ways of collaboration.

