

BC Family Justice Innovation Lab

Youth Voices Sensemaking Workshop - Jan 28 2018

Lab Goal

To improve the journey of families throughout BC experiencing family transition, such as separation and divorce, resulting in an increased in resilience and well-being.

Initiative Goal

To support the well-being of youth whose families have experienced separation and divorce.

Workshop Goals

- Review what we have learned so far, including the experiences of youth themselves
- Identify challenges and turn them into opportunities
- Generate at least 3 well-defined concepts to address the opportunities.
- Leave with a clear short-term plan to move concepts to prototypes, and a list of workshop participants willing to be involved moving forward.

Workshop Structure

Before participants arrive, organize 3 round tables, assign people to tables using tent cards. Get a mix of backgrounds at each table.

9:00 Welcome and Introductions - Kari

- Agenda Overview
- Introductions of participants (name only; reason wanted to participate today)
- Pre-workshop reading - questions/comments

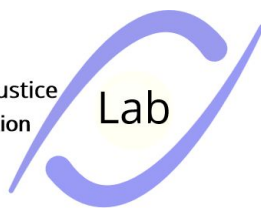
9:30 Presentation

- **Work to-date and observations** (20 mins) Kari
- **Personas and In Their Own Words** (30 mins) - these are the people we are designing for (posters and/or handouts) Jayme

10:20 Feedback / Q&A

10:30 HEALTH BREAK

- Facilitators put materials on the wall for later
- Personas -- needs -- barriers -- HCW statement -- ideas/concepts/opportunities -- refine/flesh out --presentation



10:45 Work Session: Personas - Needs and Barriers - Jayme

3 groups - one persona per table (we assign Team Cody, Team David, Team Emily)

- As group of 5 at your table, review your persona; identify needs, discuss, expand if needed (write on table copy)
- Work individually to identify barriers to the needs of your persona (as a whole)
- Write one barrier per sticky - place/collect on poster (20 min)
- group similar together if time

11:05 “How Can We?” still in 3 groups - Jayme

- Facilitator instructions: form two groups at each table (or 2, 3 or 4) (use an example from one of the groups)
- Working with your small group (2, 3 or 4): Turn each barrier for your persona into a “How Can We?” statement such as - “how can we help [name of persona] to _____ [overcome this barrier]?” 10 min? Write the HCW statement on a template.
- Share with your table group; cluster similar HCW statements
(20 min)

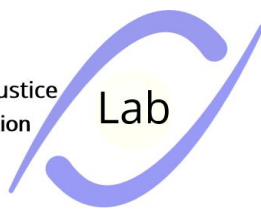
11:25 Brainstorm Ideas / concepts / opportunities - Kari

- Facilitator instructions and using same groups of 2-3 at each table
 - Divide the HCW templates between the two small groups at each table.
 - For each of your How Can We statements (or cluster), blue-sky brainstorm ideas responding to that statement (one idea per sticky): 5 min indiv and then group of 2-3 Focus on your persona - how would it help them?
 - Place the HCW templates on the wall near your table (or flip chart stand)
 - Post ideas on the wall under the appropriate How Can We statement
 - Time for everyone to read and reflect (including over lunch)
 - Consider grouping like ideas together (for each persona - don't mix them)
- (45 minutes)

12:10 LUNCH BREAK (45 min) - eat first and go for walk around block with someone you don't know

1:00 Fleshing out Selected Ideas/Concepts/Opportunities (1 hour) groups of 3 - Jayme

- Facilitator instructions re concepts
- Each group of 2-3 selects ONE idea from the stickies on the wall (could be from either group working on their persona)
- Describe the selected idea in more detail using the big posters (give it a name and link it to the appropriate how can we statement). Flesh out the idea with your persona in mind - how will [name of persona] use this thing/process/person/service to meet their needs?
- Use drawings, flowcharts, pictures, origami shapes, words etc. and wide variety of fun tools/materials provided



- **Move the completed poster to a blank wall**

2:00pm Presentation of Ideas (45 min) - Kari

- **Each team presents its idea (Five minutes per team?): Explain how this idea will improve well-being of your persona**
- **Discussion on all ideas - Q&A to seek clarification**
- **[Each team has opportunity to refine, improves its idea based on feedback, if needed]**

2:45 HEALTH BREAK

3:00 Involvement Moving Forward (15 min) - Both

- **encourage participants to volunteer for one or more of the ideas (by putting sticky with name next to the selected posters)**
- **Who else needs to be involved?**

3:15pm Large group discussion (facilitators develop powerful questions)

3:45 Wrap-Up, Next Steps & Thank You's - Both

- **Participant feedback forms**
- **Honoraria**