



# **workshop** co-creation of digital means for self-reliance of newcomers

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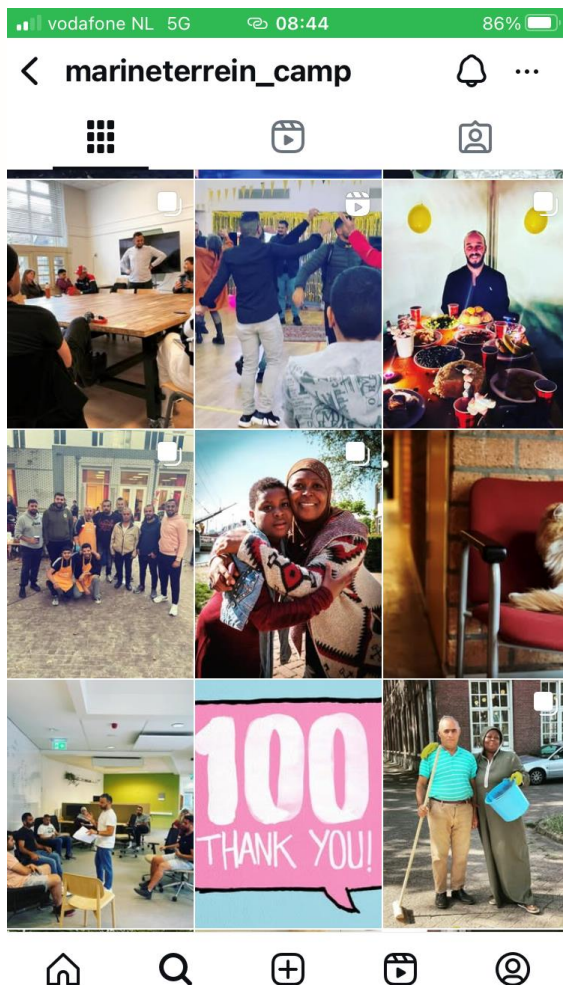
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## Service design, the process

1. **EMPATHIZE** put yourself in the shoes of the user, by engaging with personal stories and direct contact
1. **DEFINE** develop a design question that defines the challenge, preferably starting with 'How can we..'
1. **IDEATE** develop ideas that solve the question, make sure they are specific and inspiring
1. **PROTOTYPE** transform the best idea into a minimal viable solution, that you can test with users right away and define the questions you want to research
1. **TEST** arrange a testing session, or period, with users and evaluate the results so that they define the next development stage





## EMPATHIZE

Listen to Iyad's storyline, and feel how it resonates with your own experiences and those of the people you work with.

What are your key learnings about self reliance of refugees after engaging with the storyline, and based on your own experience? Share in groups of three.



## DEFINE (15 minutes)

What are key design questions regarding self reliance of refugees, based on the learnings of the first step, starting with 'How can we...', and make it as specific as possible.  
In groups of three



## IDEATE (25 minutes)

1. Put all your first ideas for digital solutions, based on the design question, on paper
2. Share with your group
3. Select and/or cluster them, sketch a common idea, define a working title
4. Prepare a one-minute pitch of your sketch

**NOTE: using existing platforms for novel ideas is perfectly OK!**



THANKS!