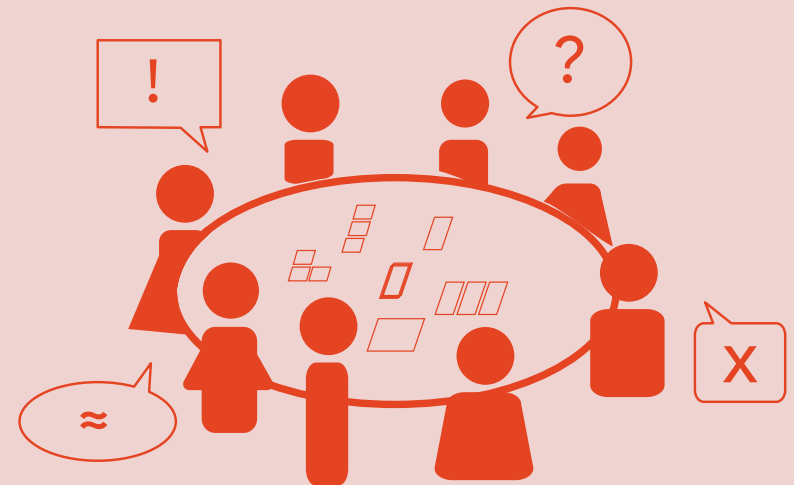


COMMON SPACE TOOLKIT



Mostlikely Common Space

CO-CREATION PROCESSES

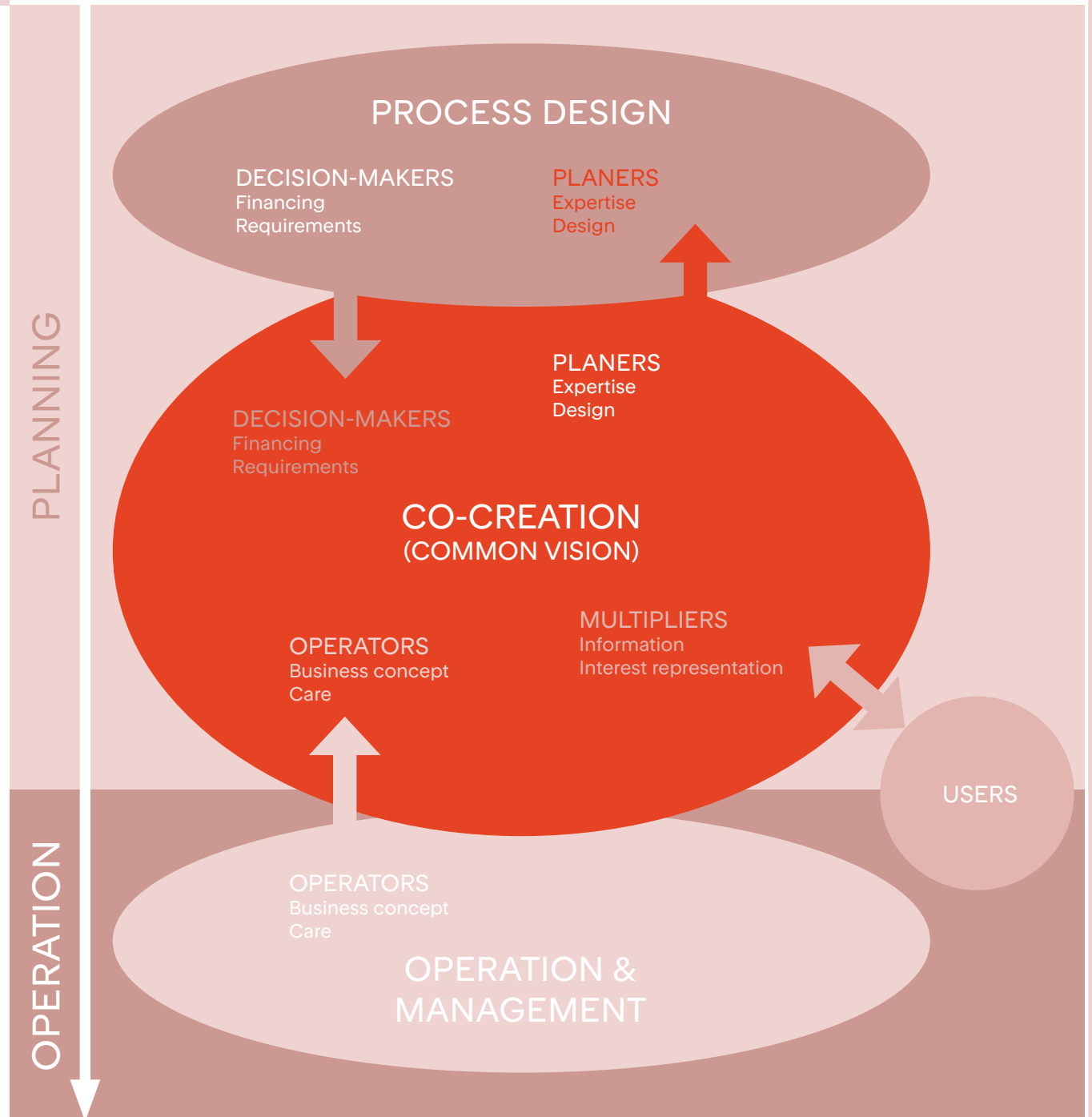
For Common Spaces we need joint Co-Creation processes!

This toolkit aims at turning planning and design of Common Space projects into joint Co-Creation processes.

Organisations and actors with a potential of working together are actively connected, in order to share skills, knowledge and networks with one another.

The focus lies on the collaboration of experts (from various disciplines), decision-makers, future operators and multipliers, as a representation of the interests of users. These become active in process phases in which they would not be acting in classical planning processes:

- PLANERS already influence the early phase of process design
- FUTURE OPERATORS develop concepts even before completion of the project and bring these into the co-creation process
- USERS are involved in the co-creation through multipliers
- DECISION-MAKERS participate in the development of a common vision



How to use the tools for a Co-Creation process:

PROCESS DESIGN

- > project set up: P 01/05
- > project clarification planers: P 02/05
- > project clarification decision-makers: P 03/05
- > project clarification operators: P 04/05
- > project clarification multipliers: P 05/05

CO-CREATION

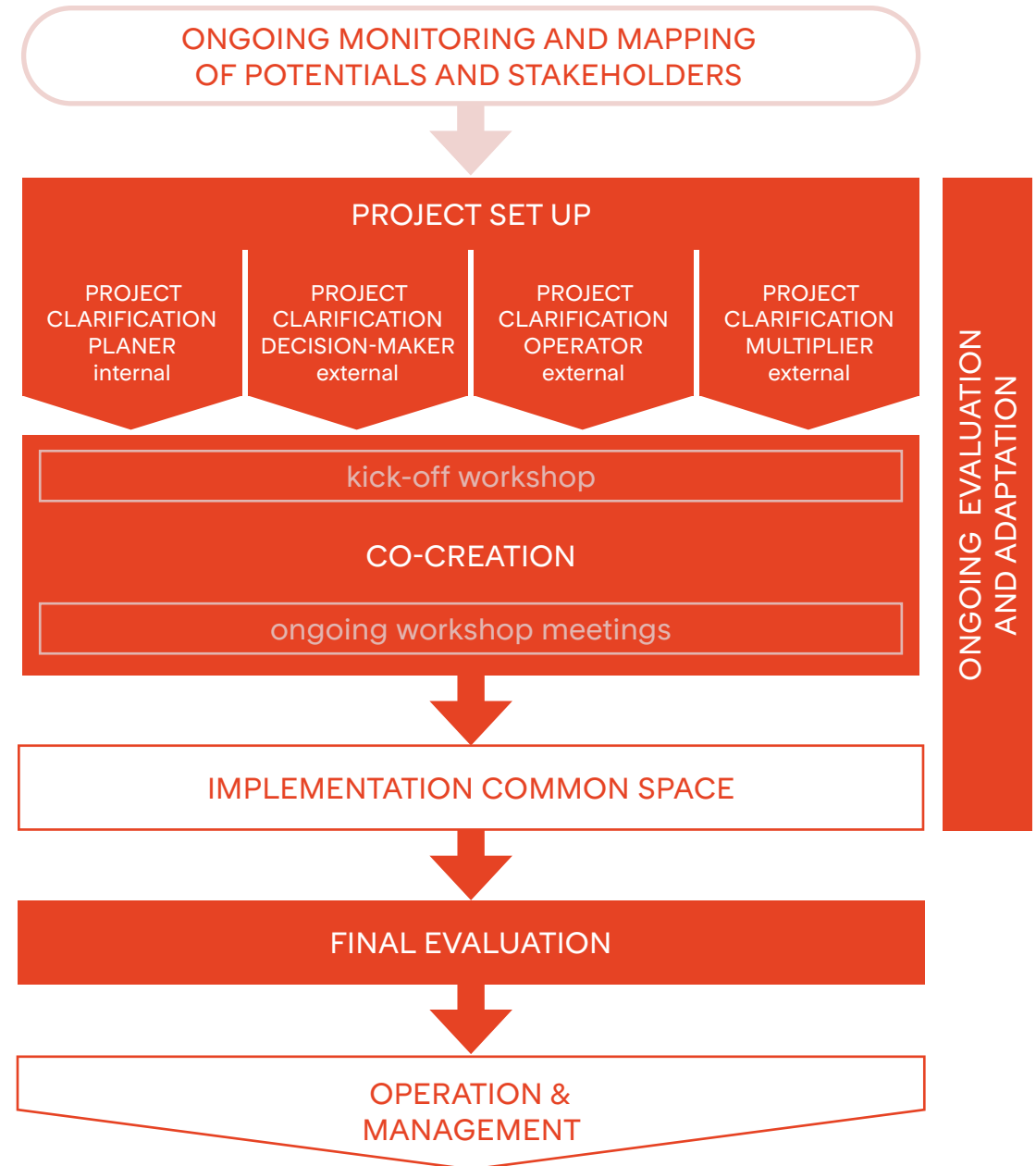
- > Impact model: C 01/05
- > Dragon Dreaming: C 02/05
- > Double Diamond: C 03/05
- > SWOT-Analyse: C 04/05
- > Futures Wheel: C 05/05

QUALITY ASSURANCE

- > evaluation ongoing projects: L 01/02
L 02/02
- > evaluation completed projects: A 01/03
A 02/03
A 03/03

Use the individual manual sheets according to the planned project process and participating actors.

They can be used separately, as not all steps might fit your needs!



TOOLS

process design

PROCESS DESIGN TOOLS

PROJECT SET UP

TIP: A tool to start a project process, to provide an overview and define goals for all involved stakeholders. Focus on the questions that apply the most. Focus on the most important answers. If a question does not apply or cannot be answered yet, leave it out - maybe you can come back to it later.



Insert a photo of your project here.

01: PROJECT OVERVIEW

Project title:
Location:
Time:
Involved stakeholders:

Describe the project in a maximum of three sentences. Note what exactly you want to refer to in this project set up questionnaire (e.g. the entire project, only the participation process, etc.)

If applicable:
Describe to what extent your project is embedded in a larger process and what role your own project plays in this? What room for maneuver does your own project have in this larger process?

02: FORMAT

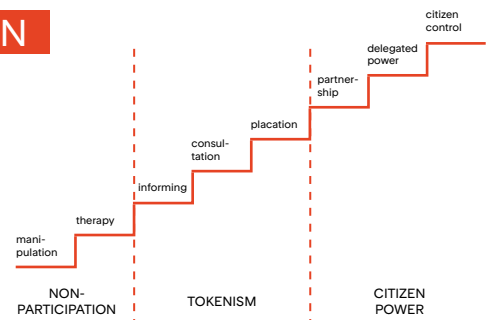
What format are you using? (See on the right)
Does it need to be modified to fit the process/project?

Format Sudden Workshop:
Joint building and active doing, mobile workshops in public space, low-threshold participation, creating prototypes together to activate future users

Format Common Space:
Ongoing stakeholder monitoring, expert participation, kick-off workshops, dragon dreaming, double diamond, SWOT analyses, impact models, project evaluation

03: LEVEL OF PARTICIPATION

What level of participation do you want to achieve with your project?
Place a mark on the step.
(Participation ladder according to Sherry R. Arnstein, 1969)



04: GOAL

What role should participation play in the project?
What motivates you to involve people?
Why is it important to help others participate?
What are you hoping for?

PROCESS DESIGN TOOLS

PROJECT CLARIFICATION - PLANERS (INTERNAL)

TIP: A tool for the beginning of a project to formulate and record intentions, competencies and goals of the planning team.

1: ROLE PLANNING TEAM

In which role do you see the planning team?
What tasks does it take on?

2: ROLE CLIENT

In what role do you see the client?
Which tasks should be taken on?

3: GOALS PLANNING TEAM

What values and goals are you pursuing with the project?
What are the conditions for success and on which parameters do you measure the success of the project?

4: PARTICIPATION

Which potential actors are there on site who should be involved?
Which instances can support us in the participation process?

5: PROJECT PROCESS

How does your planned project process look like?
When do you plan which milestones and which are most important?

STRENGTHS

Where do you see the strengths of this project and how can these be put to good use?

WEAKNESSES

Where do you see weaknesses and how can these be eliminated as far as possible in the process?

OPPORTUNITIES

What opportunities can arise from the project and what can be achieved in a larger context?

THREATS

What challenges can arise and how should they be dealt with?

PROCESS DESIGN TOOLS

PROJECT CLARIFICATION - DECISION-MAKERS

TIP: A tool for the beginning of a project to formulate and record intentions, competencies and goals of decision-makers.

1: ROLE DECISION-MAKER

In which role do you see yourself/your organisation?
What tasks will you take on?

2: ROLE PLANNING TEAM

In what role do you see the planning team?
Which tasks should they be taking on?

3: GOALS DECISION-MAKER

What values and goals does the project pursue?
What are the conditions for success and on which parameters is the success of the project measured?

4: EXISTING CONTEXT

What plans exist already and what can we build on and how?
Which potential actors are there on site and which ones should be involved in the further course of the project?

5: PROJECT PROCESS

What does the planned project process look like?
When are which milestones planned?

STRENGTHS

Where do you see the strengths of this project and how can they be used sensibly?

WEAKNESSES

Where do you see weaknesses and how can these be eliminated as far as possible in the process?

OPPORTUNITIES

What opportunities can arise from the project and what can they achieve in a larger context?

THREATS

What challenges can arise and how should they be dealt with?

PROCESS DESIGN TOOLS

PROJECT CLARIFICATION - OPERATORS

TIP: A tool for the beginning of a project to formulate and record intentions, competencies and goals of future operators.

1: PLAN

What idea do you have for a common use?
How would you like to implement this and which operator model are you planning?

2: RESOURCES

How much time can and do you want to invest?
What is your financial framework for the project?

3: USE

What benefits does your project generate for society?
How does your project support the creation of common spaces?

4: ROLE PLANNING TEAM

What design and structural requirements do you need for the implementation?
What is the role of the planning team?

5: PROJECT PROCESS

What particular steps are necessary to implement your project?

STRENGTHS

Where do you see your strengths and how can they be used sensibly?

WEAKNESSES

Where do you see weaknesses and how these be eliminated as far as possible in the process?

OPPORTUNITIES

What opportunities can arise from the project and what can they achieve in a larger context?

THREATS

What challenges can arise and how do you deal with them?

PROCESS DESIGN TOOLS

PROJECT CLARIFICATION - MULTIPLIERS

TIP: A tool for the beginning of a project to formulate and record intentions, competencies and goals of multipliers.

1: ROLE MULTIPLIER

In which role do you see yourself/your organization?
What tasks will you take on?

2: INTERESTS

What are the primary interests of the people you represent?
What ideas do you have for a common use and the project?

3: BENEFIT

How can the project generate benefits for the people you represent?

4: ROLE PLANNING TEAM

What design and structural requirements are necessary for implementation?
In what role do you see the planning team?

5: PROJECT PROCESS

What particular steps are necessary to integrate the interests and ideas of the people you represent into the project?

STRENGTHS

Where do you see your strengths and how can they be used sensibly?

WEAKNESSES

Where do you see weaknesses and how can these be eliminated as far as possible in the process?

OPPORTUNITIES

What opportunities can arise from the project and what can they achieve in a larger context?

THREATS

What challenges can arise and how do you deal with them?

co-creation

CO-CREATION TOOLS IMPACT MODEL

TIP: A tool to start the co-creation process.
Clarify available resources and inputs together with involved stakeholders, and understand desired outputs as well as their possible impact on the target group and on a societal level.

INPUTS

resources

what we invest in the project

OUTPUTS

services

what we do in our project and who we reach with it

OUTCOMES

impact at target group level

what we want to achieve in our target group through our project

IMPACT

impact on societal level

what we want to contribute to on a societal level through our project

1: Which offers and products should emerge from the project?

4: What new skills and instructions do the target groups have?

7: What changes happen on a societal level?

2: The target groups are being reached (e.g. measured by the number of visitors)

5: How has the behaviour of the target group changed?

3: The target groups are satisfied with the offer

6: How has the living situation of the target group changed?

CO-CREATION TOOLS

DRAGON DREAMING

TIP: A tool to structure the co-creation-process.
Together with involved stakeholders work through the individual phases (from 1 dreaming, to 2 planning and 3 doing to 4 celebrating) in the course of the process.

1 DREAMING

gather information - motivation - awareness

What are your dreams and needs?

Create a shared vision.
Brainstorm unrestrictedly, collect ideas and information,
share them with each other and find followers.

2 PLANNING

considering alternatives - designing strategies - prototyping

What does your project plan look like?

Sort, focuse and define to set milestones,
develop an overall goal, delegate tasks and responsibilities,
and allocate time and budget.

4 CELEBRATING

discerning wisdom - transforming results - acquiring new skills

What went well, what can be improved?
What will happen next?

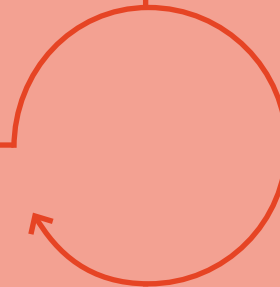
Evaluate your results, recognize and appreciate your success,
take care of follow-up planning.

3 DOING

implementation - administration & management - monitoring progress

How is implementation going, what needs to be considered?

Carry out the project, coordinate the work of everyone involved, take into account
temporal, mental and financial resources. Create a schedule and review progress.
Are the goals still realistic?



CO-CREATION TOOLS

DOUBLE DIAMOND

TIP: A tool for jointly analysing what already exists, rethinking it, developing your own innovative ideas and assessing their impact. Work through the individual phases together with involved stakeholders in the course of the project.

PROBLEM PHASE

SOLUTION PHASE

1 EXPLORE

Explore existing structures and gather knowledge from people with different perspectives.

Develop a bold and hopeful vision for the future!

What ideas and resources can you build on?
How are individual instances connected to each other?
What opportunities can you see?

2 REFRAME

Bring people together and look at identified opportunities from different perspectives.

Define goals that reflect new values and change our collective behavior!

What new organizations and networks are needed to implement your vision?
What specific opportunities and challenges do you see?

3 CREATE

Develop ideas and interventions at different levels to achieve a larger goal.

Combine small, practical steps with big, bold ideas!

Which actors can help you change something?
What different solutions are there?
Which measures are most valuable and effective?

4 CATALYSE

Use prototyping to iteratively test ideas on a small scale.

Use storytelling to get others to join in or to inspire your own ideas!

What are the consequences for the interest groups and the entire system?
How can societal and ecological impact be determined and sustainability be verified?

DOUBLE DIAMOND

EXTERNAL

OPPORTUNITIES

What opportunities do we have?
Which trends can we use for our project?
How can we use our chances?

THREATS

What are potential threats?
What changes in the industry are problematic?
What threats arise from our weaknesses?

INTERNAL

STRENGTHS

What are we good at?
What unique resources do we have?
What do others appreciate about us and our work?

1 Strategies for using OPPORTUNITIES through our STRENGTHS

2 Strategies to avoid THREATS through our STRENGTHS

WEAKNESSES

Where can we improve?
What resources are we missing?
What are we criticized for?

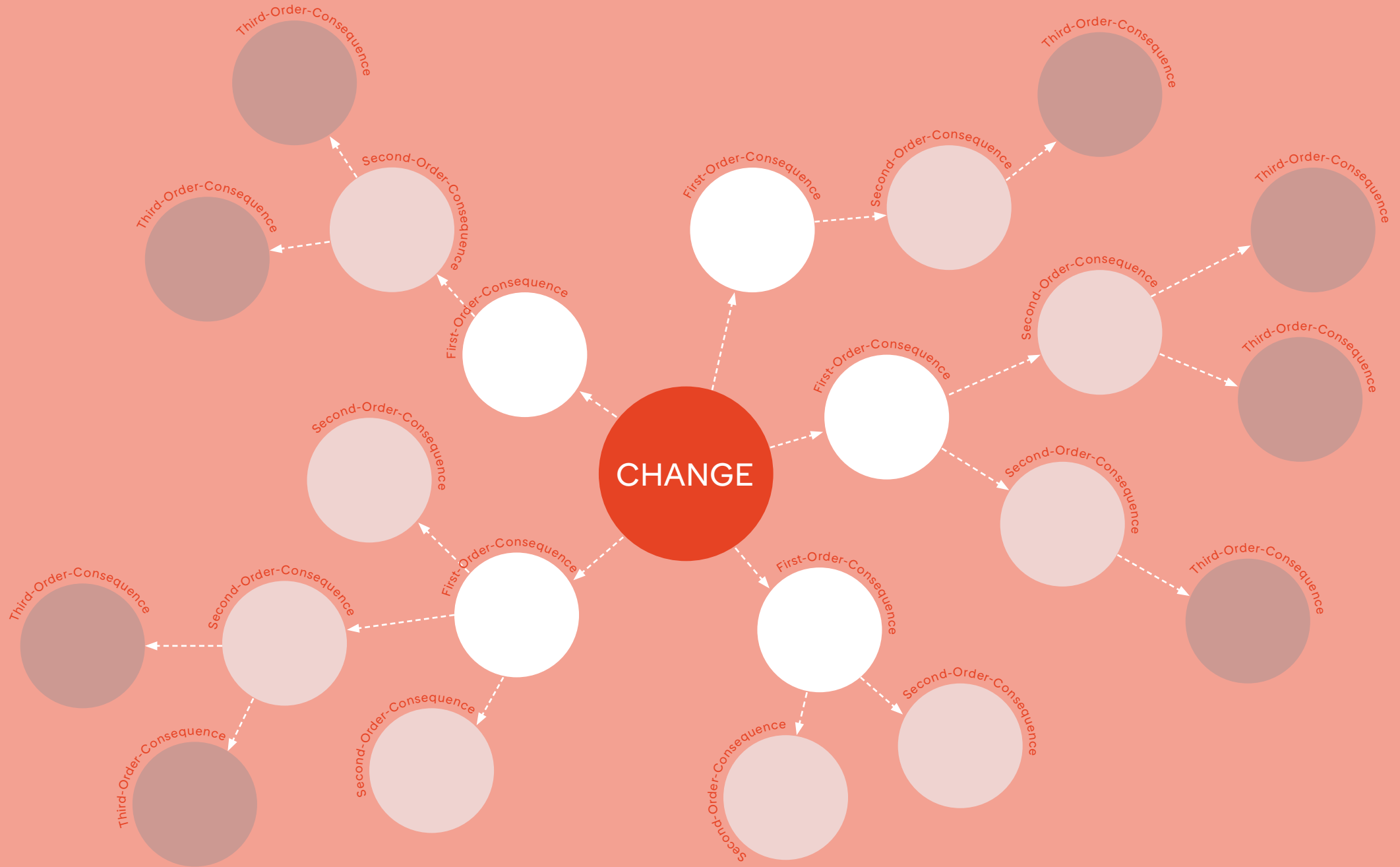
3 Strategies for using OPPORTUNITIES to minimize our WEAKNESSES

4 Strategies to minimize THREATS in areas where we have WEAKNESSES

SWOT

CO-CREATION TOOLS FUTURES WHEEL

TIP: A tool to list different ideas in the co-creation process and to assess their direct and indirect consequences on different levels.



quality assurance

QUALITY ASSURANCE TOOLS EVALUATION ONGOING PROJECTS

TIP: A tool to evaluate during the co-creation process.
Focus on the questions that apply the most. Focus on the most important answers. If a question does not apply or cannot be answered yet, leave it out - maybe you can come back to it later.

01: PROCESS DESIGN

Which steps does the process currently consist of and why?
How was the course of the process planned?
How is this informed?
What works particularly well?

02: PROCESS DESIGN

Which steps are missing and why?
What are the problems?
What do you need to ensure?

03: ACTORS

Who is currently involved and why?
Who is actively NOT involved and why?
What is the role of the actors in the process?

04: ACTORS

Did you forget someone?
Would someone/a group still be important in order to achieve your goals? Why could some actors not feel addressed / not participate / boycott?
What could be the dangers of failure?

05: METHODS

What methods do you use?
What measures are you taking to achieve the set goals?

06: METHODS

Which methods could still be helpful / better / more target-oriented?
What measures may be necessary?
What steps/actions can you take?

07: QUALITY ASSURANCE

What measures do you take to secure the process?
How do you ensure that the results are also implemented?
How do you document your results?
How do you ensure that the process continues?

08: QUALITY ASSURANCE

Which measures would still be important?
What isn't working yet and why?
What follow-up work should you include?

09: EVALUATION

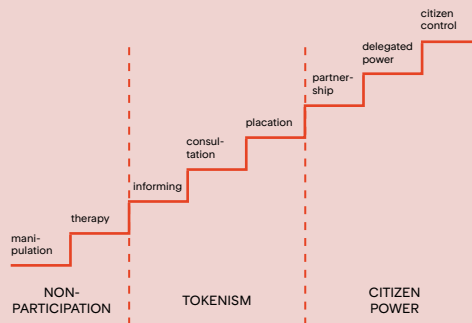
What (partial) goals have you achieved so far?
What have you not (yet) achieved?
If possible, break it down into:
„Already fully achieved“
„Evaluate later“
„Already partially achieved“
„Not yet achieved“
Describe what it takes to achieve the goals.

If applicable:
What should be done differently in the overall process so that you can better achieve your goals?

Assess the selected format or its modification with the help of the 5-finger evaluation.



What level of participation do you think you have reached so far?
Mark the step.
(Participation ladder according to Sherry R. Arnstein, 1969)



Summarize:
Name the three most important points that you have to pay attention to in the project.

QUALITY ASSURANCE TOOLS EVALUATION COMPLETED PROJECTS

TIP: A tool to evaluate after the project has been completed.
Focus on the questions that apply the most. Focus on the most important answers. If a question does not apply or cannot be answered yet, leave it out - maybe you can come back to it later.

01: PROJECT OVERVIEW

Project titel:
Location:
Time:
Involved stakeholders:

Describe the project in a maximum of three sentences. Note what exactly you want to refer to in this evaluation questionnaire (e.g. the entire project, only the participation process, etc.)

If applicable:
Describe to what extent your project was embedded in a larger process and what role your own project played in this? What room for maneuver did your own project have in this larger process?

Insert a photo of your project here.

02: FORMAT

Which format was used? (See on the right)
Has it been modified to suit the process/project?

Format Sudden Workshop:

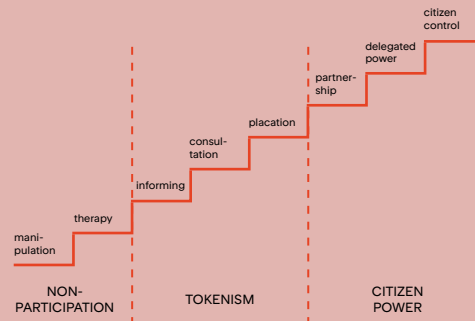
Joint building and active doing, mobile workshops in public space, low-threshold participation, creating prototypes together to activate future users

Format Common Space:

Ongoing stakeholder monitoring, expert participation, kick-off workshops, dragon dreaming, double diamond, SWOT analyses, impact models, project evaluation

03: PARTICIPATION LEVEL

What level of participation did you want to achieve with your project?
Mark the step.
(Participation ladder according to Sherry R. Arnstein, 1969)



04: GOAL

What role did participation play in the project? What motivated you to involve people? Why is it important to involve others?
What were you hoping for?
Limit yourself to three goals.

QUALITY ASSURANCE TOOLS EVALUATION COMPLETED PROJECTS

05: PROCESS DESIGN

What were the steps in the process and why?
How was the course of the process planned?
How was this informed?
What worked particularly well?

06: PROCESS DESIGN

Which steps were missing and why?
What problems did you have?
What could have been done better?
What else should you have ensured?

07: ACTORS

Who was involved and why?
Who was NOT actively involved and why?
What role did the actors have in the process?

08: ACTORS

Who else should you have involved?
Would someone/a group still have been important in order to achieve your goals?
Why did some actors not feel addressed / not participate / boycotted?

09: METHODS

What methods did you use?
What measures did you take to achieve the set goals?

10: METHODS

Which methods would have been even more helpful / better / more effective?
Which measures did not work or which ones should you have taken instead?

11: QUALITY ASSURANCE

What measures have you taken to secure the process?
How did you document your project, follow-up or make the information accessible?
How did you ensure that the results were also implemented or that the process continued?

12: QUALITY ASSURANCE

What documentation work should you have done?
What other measures would have been important?
What didn't work and why?

13: EVALUATION

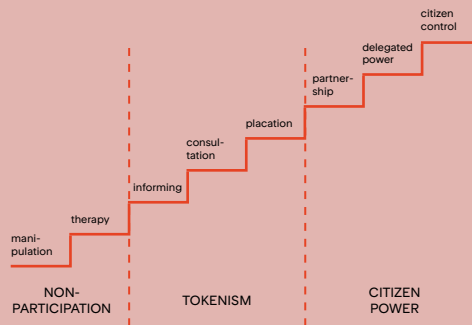
Which (partial) goals have you achieved?
What have you not achieved?
If possible, break it down into:
„Completely achieved“
„Evaluate later“
„Partially achieved“
“Not achieved”
Describe how things could go better next time.

If applicable:
What should have been done differently in the overall process to better meet your goals?

Was the chosen format the right one?
Assess the selected format or its modification with the help of the 5-finger evaluation.



What level of participation do you think you have actually reached in the end?
Mark the step.
(Participation ladder according to Sherry R. Arnstein, 1969)



Summarize:
Name the three most important points that you would do differently with a new project? (e.g. methods, roles, time, information transfer etc..)