

NGO GOVERNANCE

Co-Design Sprint

Facilitated by the Centre for Social Impact

WORKSHOP DETAILS:

DATE

VENUE



In collaboration
with the **Community
Governance Steering Group**

Kia ora & welcome!

- opening karakia
- kia ora & welcome to our workshop
- background context
[What is the Future for NGO Governance? RESEARCH REPORT August 2019](#)
- introductions & who's on the ZOOM?
- code of conduct & mindsets
- overview of sprint process
- overview of the next two days
- challenge statement.



Introductions & who's on the Zoom?

Please introduce yourselves, and share:

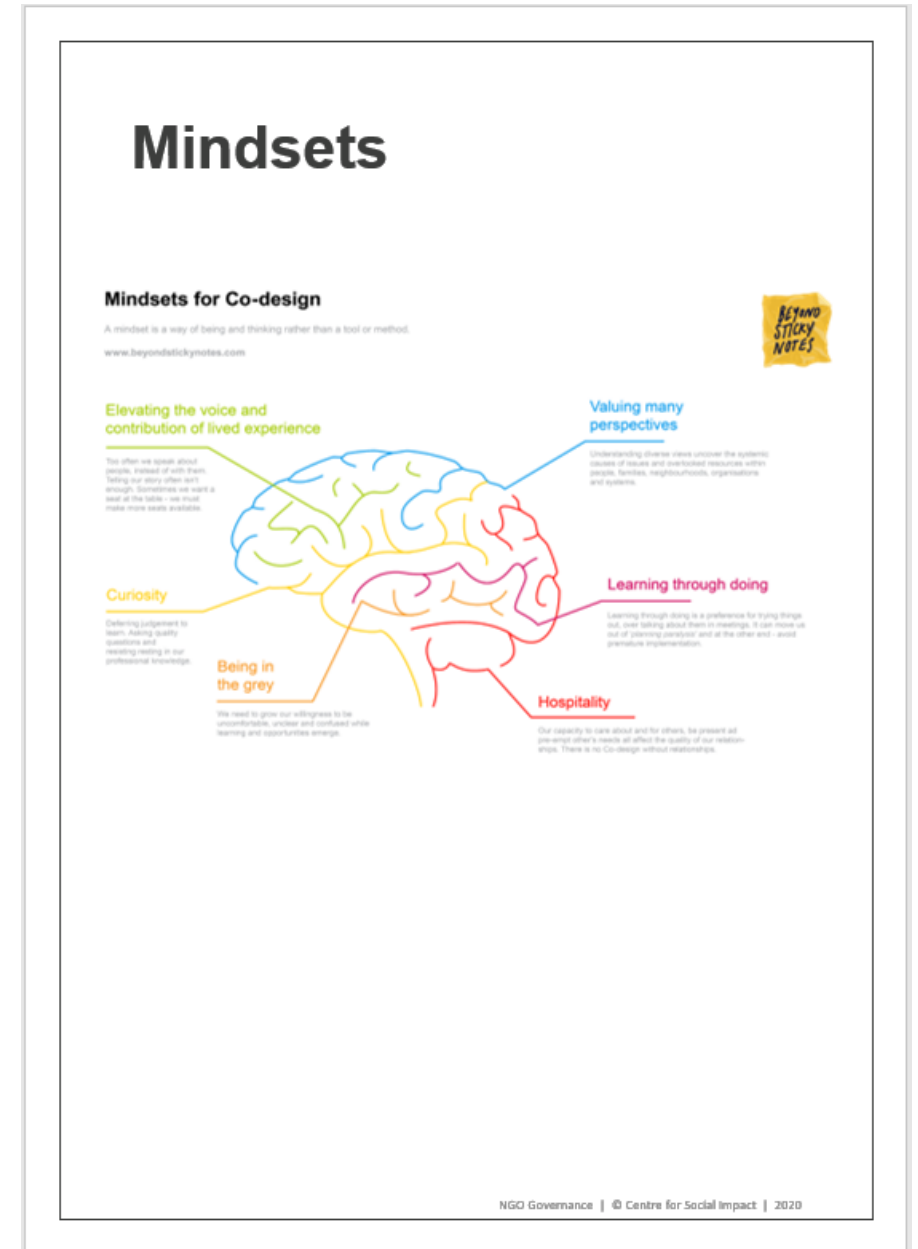
- *your name*
- *your organisation & title*

Also, please write on 3x separate “post-it notes” (1-2 min to share back please 😊):

- **Post-it Note 1)** *Why are you here? What's your intention? What brought you here today?*
- **Post-it Note 2)** *How might you contribute to this mahi moving forward?*
- **Post-it Note 3)** *What does success look like for you at the end of this co-design sprint / 2 days?*

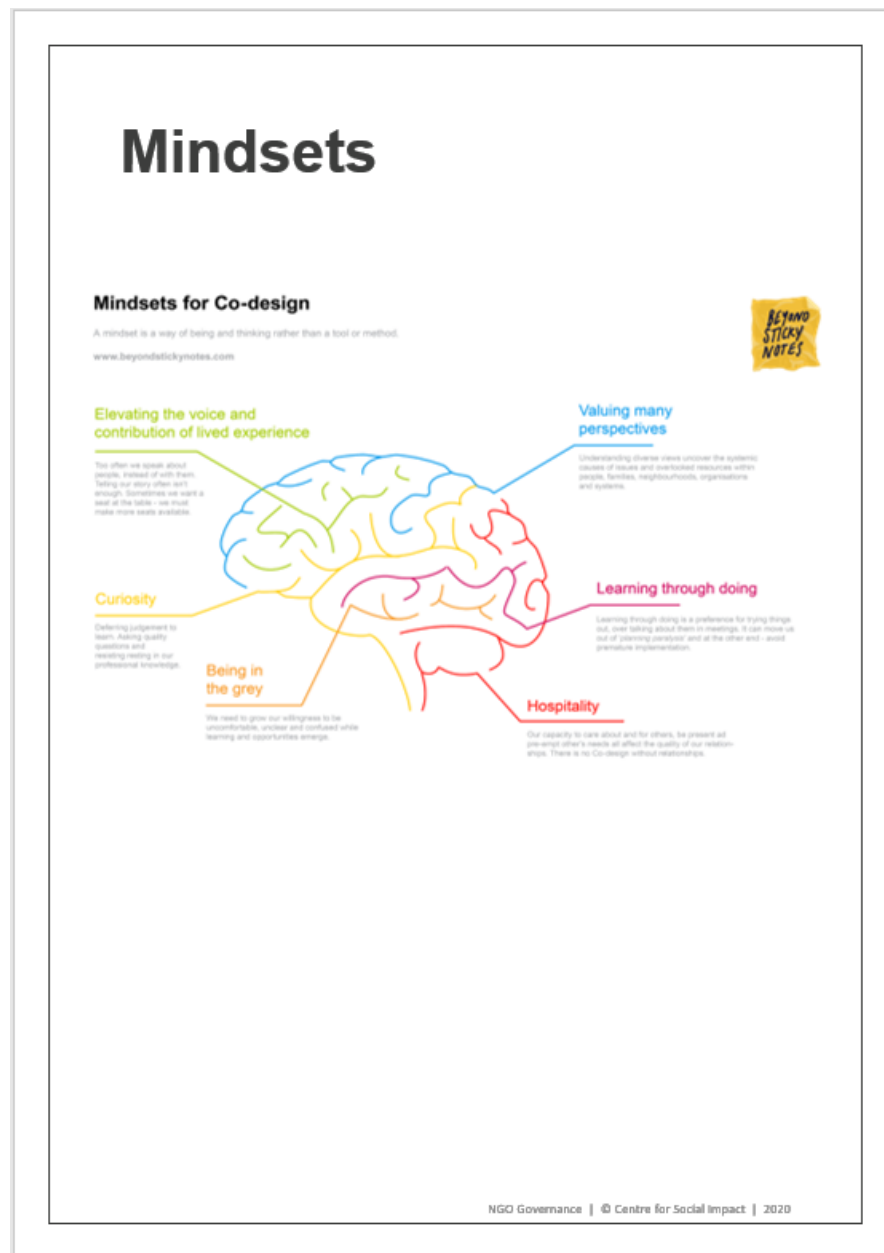
Code of conduct & mindsets

- We are all committed to supporting NGO and community board and committees and their members, working towards the aim that all community groups and NGOs in Aotearoa are well governed.
- Co-design sprints provide an effective and inclusive way of working together focused on action.
- They allow for a group of people with a diverse range of skills and experiences to come together to collectively problem solve and create solutions and plans.
- All attendees are expected to show respect and courtesy to other attendees. All of us have much to offer.
- We commit to working together with a spirit of generosity, bringing an open mind and interest in listening to the ideas of others.



Code of conduct & mindsets

- We are focused on our collective aim, not on our specific needs and wants. We will bring our knowledge and expertise and passion into the room but commit to leaving our organizational hats at the door.
- All our communication and interactions will be professional, and of course harassment in any form will not be tolerated.
- Our sprints will be action focused. Our ethos will be that delivered and good is better than perfect. We are prepared to follow the process and be focused on action.
- If we have ideas that we have or seek to keep under our personal IP (especially for commercial reasons), we will signal this. Otherwise all ideas shared are considered collective commons, to be used and developed as part of the sprint process.



Mindsets for Co-design

A mindset is a way of being and thinking rather than a tool or method.

www.beyondstickynotes.com



Elevating the voice and contribution of lived experience

Too often we speak about people, instead of with them. Telling our story often isn't enough. Sometimes we want a seat at the table - we must make more seats available.

Valuing many perspectives

Understanding diverse views uncover the systemic causes of issues and overlooked resources within people, families, neighbourhoods, organisations and systems.

Curiosity

Deferring judgement to learn. Asking quality questions and resisting resting in our professional knowledge.

Learning through doing

Learning through doing is a preference for trying things out, over talking about them in meetings. It can move us out of 'planning paralysis' and at the other end - avoid premature implementation.

Being in the grey

We need to grow our willingness to be uncomfortable, unclear and confused while learning and opportunities emerge.

Hospitality

Our capacity to care about and for others, be present and pre-empt other's needs all affect the quality of our relationships. There is no Co-design without relationships.

Overview: sprint process

Before the sprint

- e-meet with your team and team leader
- work together on the *Challenge statement*. The aim is that your team has a clear, shared view of the challenge you are working on
- map the *current state*. Working together as a team, complete (as much as possible) a map of what is currently available and happening in your challenge area.

Day 1:

- **Kia ora & Welcome**
introductions & intent setting
- **Session 1: UNDERSTAND**
co-creating stakeholder & systems map
- **Session 2: EMPATHISE**
co-designing personas:
identifying needs, challenges, pain-points
- **Session 3: IDEATE**
ideation & blue skies brainstorming
- **Challenge Team test (4:00pm)**
testing back top 3 ideas with Challenge Team
- **Reflections and wrap-up Day 1**
thoughts & review of Day 1

Day 2:

- **Kia ora & Welcome back**
review of Day 1 & intent setting
- **Session 4: PROTOTYPE**
prototyping & presentation
- **Challenge Team test (11:30am)**
testing back prototype with Challenge team
- **Session 5: IMPLEMENTATION PLAN**
implementation plan & resourcing
- **Reflections, thank you & wrap-up Day 2**
final thoughts & next steps

Overview: Day 1

Session 1: welcome and whanaungatanga

- karakia and welcome
- introduction to your team
- overview of the two days
- brief about design processes and mindset.

Session 2: focus on the 'end users'

- create 4-5 'personas' of people who will benefit from our work, focus on understanding their context, their needs, their 'pain points'.

Session 3: focus on the future

- exercises to imagine what the ideal future will be if we solved our challenge
- exercises to map how we can get from our current state to this future state.

Session 4: solutions

- identify 3 – 4 actions that will get us from our current state to our future state.

Session 5: test the solutions

- test the actions against the personas we have created – will they work for each of our 'end users'?
- with the challenge group, test the actions that have been identified. Test them to see what we have not thought of, and how realistic they are and how relevant they are for different contexts.

Overview: Day 2

Session 1: develop the solutions

- more fully develop the actions, prototype and design theme and welcome
- iterate and refine the actions.

Session 2: test the prototype

- test again the more fully developed prototype against personas
- with the challenge group, test the feasibility, practicability and relevance of the prototypes.

Session 3: develop the implementation plan

- here, we work out how to take the actions and make it reality: who will lead it, resource it, champion it?

Session 4: recap and debrief

- time to reflect, debrief, feedback and commit to next steps.

Overview: after the sprint ...

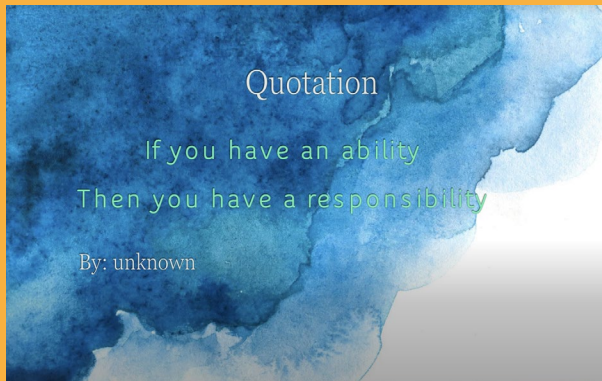
- be part of the ongoing implementation and championing of your actions
- provide feedback on your experience of the co-design sprint and what was achieved
- be part of the launch hui in July and ongoing development of the strategy and actions.

Session 1

Understanding &
visualising...
the bigger picture.

Co-creating stakeholder &
systems map.

- *Reflect on your own experience and visualize your journey to world of community & governance ...*
- ***Step 1)** find an image from the internet that reflects that journey NB: [<https://unsplash.com/>] is a good place to start*
- ***Step 2)** download the image and email to: info@csinz.org*
- ***Step 3)** we'll then share back via image montage*

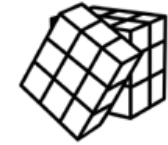


Please share!

If you have any feedback at all, please don't hesitate to write down in the chat bar on the side.

Challenge Statement

The Challenge



How might we...

[write a compelling challenge statement that gives workshop participants a common purpose to co-design with]

- Who will lead the actions?
- How will they be resourced?

Morning tea break

15 - 20 mins

Session 2A

Empathising...

with assumptive personas based on research report.

Co-designing & identifying their challenges, needs, pain-points.

Persona #01

[brief description of the persona]

Name:

Age:

Gender:

Ethnicity:

Location:

Draw a profile picture here

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

Persona #01

[brief description of the persona]

Name:

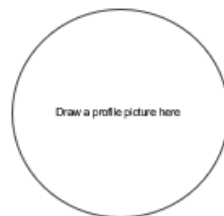
Age:

Gender:

Ethnicity:

Location:

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

Persona #02

[brief description of the persona]

Name:

Age:

Gender:

Ethnicity:

Location:

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

Persona #03

[brief description of the persona]

Name:

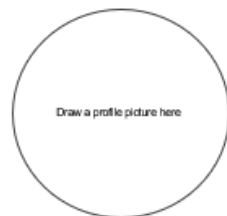
Age:

Gender:

Ethnicity:

Location:

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

Persona #04

[brief description of the persona]

Name:

Age:

Gender:

Ethnicity:

Location:

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

Session 2B

Empathising...

with assumptive personas based on research report.

Co-designing & imagining their futures & user-journey.

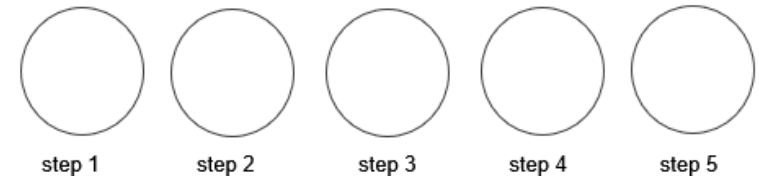
Future casting



In an ideal world, in 3-5 years time what does an ideal scenario look like for this persona?

User journey

What are the key steps/milestones that need to happen in order for this particular persona to successfully achieve their full governance potential?



Persona #01

[brief description of the persona]

Name:

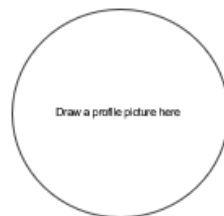
Age:

Gender:

Ethnicity:

Location:

[brief background blurb of the persona, using the key information above]



CHALLENGES

(What are some of their challenges?)



NEEDS

(What are their needs?)



PAIN – POINTS

(What are their pain points?)

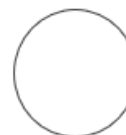
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User journey

What are the key steps/milestones that need to happen in order for this particular persona to successfully achieve their full governance potential?



step 1



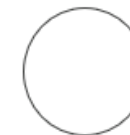
step 2



step 3



step 4



step 5

Please share!

If you have any feedback at all, please don't hesitate to write down in the chat bar on the side.

Lunch break

30 - 45 mins

Switch teams

For the next session.

Session 3

Ideating & blue skies brainstorming.

- *Think Big!*
- *What could be possible?*
- *What could be feasible?*
- *What could be desirable?*
- *What could be viable?*
- *Let's come up with lots of ideas around collaborative initiatives for the near future*



Our prototype idea

Concept sheet / early prototype



Name of idea:	Brief description of idea:	
For the persona #... (Describe the user)	Idea similar to:	
Who needs ... (What are the users needs?)	We provide ... (Functional attributes of this concept)	That benefits ... (Benefits of the concept)

Afternoon tea break

15 - 20 mins

Kia ora

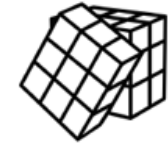
Challenge Team Day 1

Let's test with...

The Challenge Team.

Challenge Statement

The Challenge



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[write a compelling challenge statement that gives workshop participants a common purpose to co-design with]

- Who will lead the actions?
- How will they be resourced?

Please share!

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Thank you Challenge Team Day 1

Great feedback!

Look forward to seeing you all tomorrow at 11:30am.

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Close Day 1

Reflections on Day 1 & closing karakia.

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Open Day 2

Opening karakia & review of Day 2.

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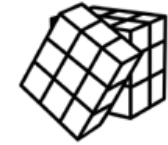
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The Challenge



How might we...

[write a compelling challenge statement that gives workshop participants a common purpose to co-design with]

- Who will lead the actions?
- How will they be resourced?

**Our
Wonderful
Personas!!!**

**Our
Amazing
Ideas!!!**

Review feedback

Same / switch teams

For the next session.

Session 4

Prototyping & presenting.

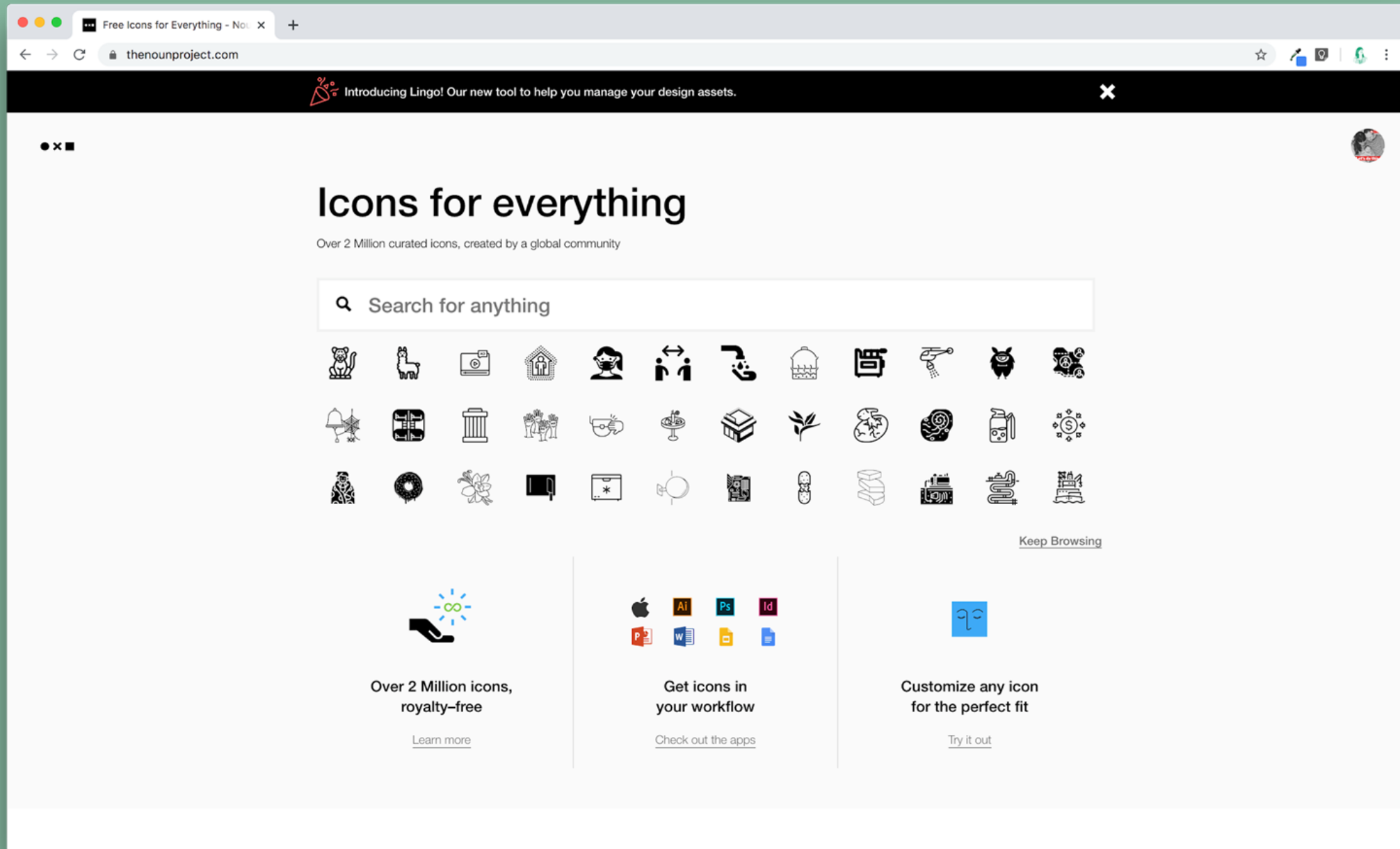
- *Are you still excited by it?*
- *Based on the Challenge team feedback, is there something you would like to change/add?*
- *Is there another group that has a similar idea and you would like to potentially collaborate with?*

Our prototype idea

Concept sheet / early prototype



Name of idea:	Brief description of idea:	
For the persona #... (Describe the user)	Idea similar to:	
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Welcome back Challenge Team

Let's test with...

the Challenge Team.

Challenge Statement

The Challenge



How might we...

[write a compelling challenge statement that gives workshop participants a common purpose to co-design with]

- Who will lead the actions?
- How will they be resourced?

Please share!

If you have any feedback at all, please don't hesitate to write down in the chat bar on the side.

Thank you Challenge Team Day 2

You're all amazing!

Lunch break

30 - 45 mins

Session 5

Implementation plan, and making it happen!

- *What are the next steps?*
- *What's your implementation plan?*
- *How exactly are you going to make this idea happen?*

Our implementation plan



What action are you planning?
(Describe your proposed action)

Who will make the action happen?
(Who will lead the implementation of the action? Who will do the work?)

How will it be resourced?
(How much \$\$? What skills are needed? How will the resource be secured?)

Who needs to be influenced / informed to make the action happen?
(Who will do this? How will it be done?)

What does success look like?
(For who? How will you know you have achieved success? How will impact be measured?)

How will implementation of your action be sustained?

Please share!

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Next steps

Thank you!

Final thoughts, reflections.

Wrap-up workshop, next steps...

Kia ora Sprint Team

You are all amazing!

Thank you

Any questions?

Thoughts?

Feedback?

