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I2I

European Regional Development Fund



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Abertay
University
UNIVERSITY
OF AGDER



Digital solutions for social challenges

Abertay University
University of Agder, Norway



What sort of isolation problems can be solved by using digital solutions?

Introduction

- We will firstly deliver some 'show and tell' examples of social challenges (elderly, young, sight impaired etc.) and digital solutions.
- Then we will then have an interactive session where we ask you the audience to help us think about other social challenges and their solutions.
- This will also signpost how we can co-create using digital methods to deliver solutions.

University in Agder, Norway and Arendal municipality



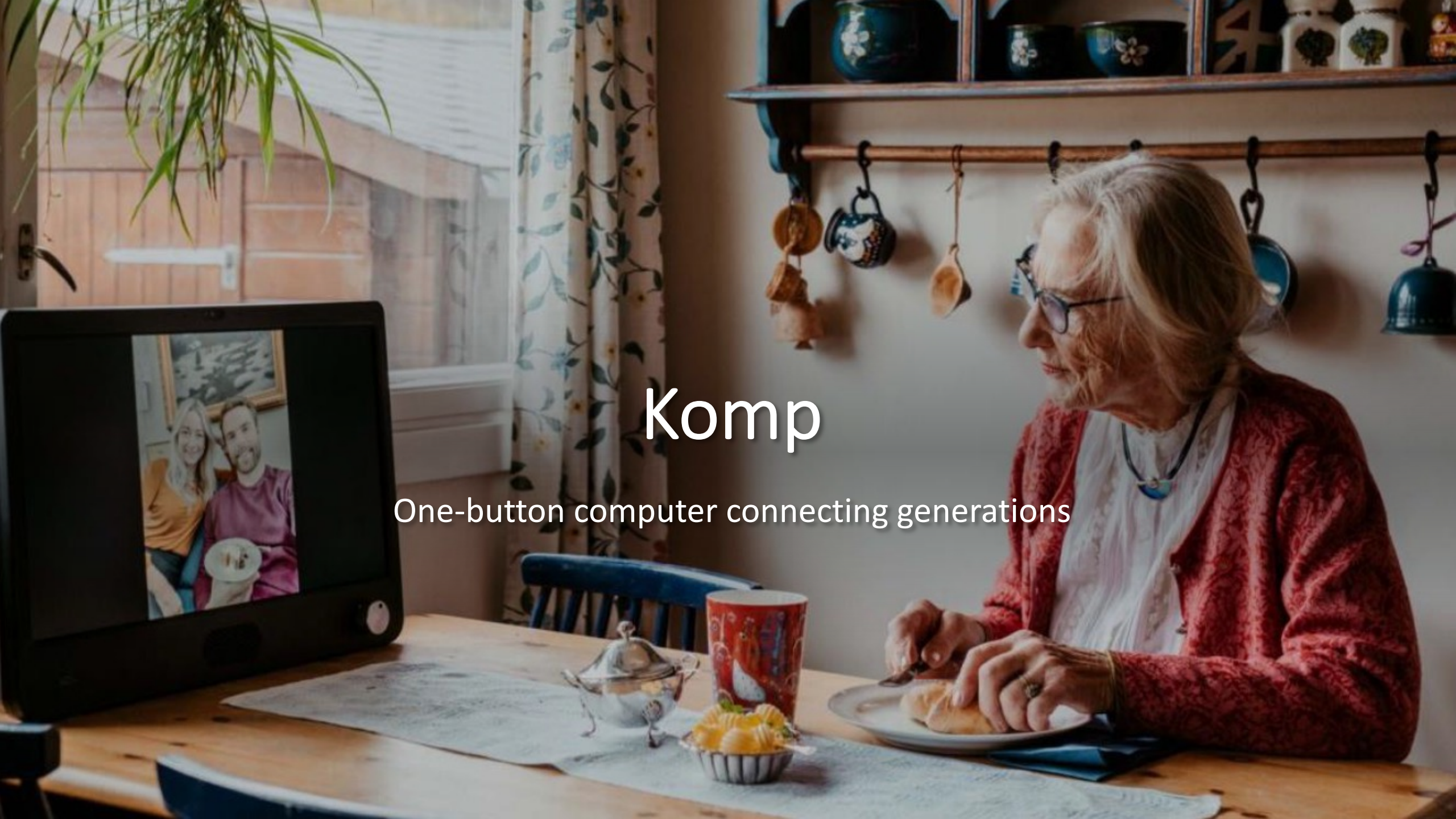


Workshop to identify needs and challenges

- Social contact with family and friends
- Digital exclusion

Komp

One-button computer connecting generations





Abertay Case Study – Dundee Carers





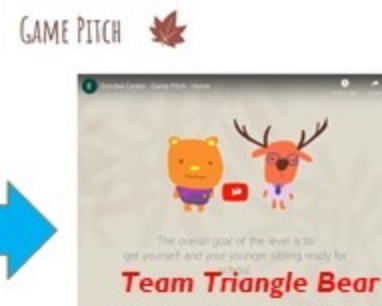
Service Providers Workshop



Young Carers Workshop



Intervention Discussions



Co-design Games– student led with Dundee Carers



Co-design intervention(s) Abertay Students Association + Dundee Carers

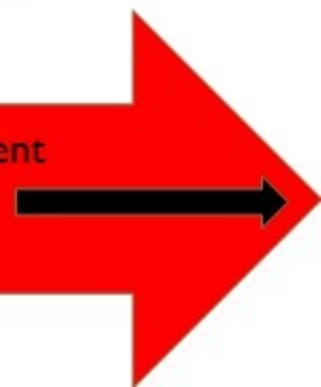


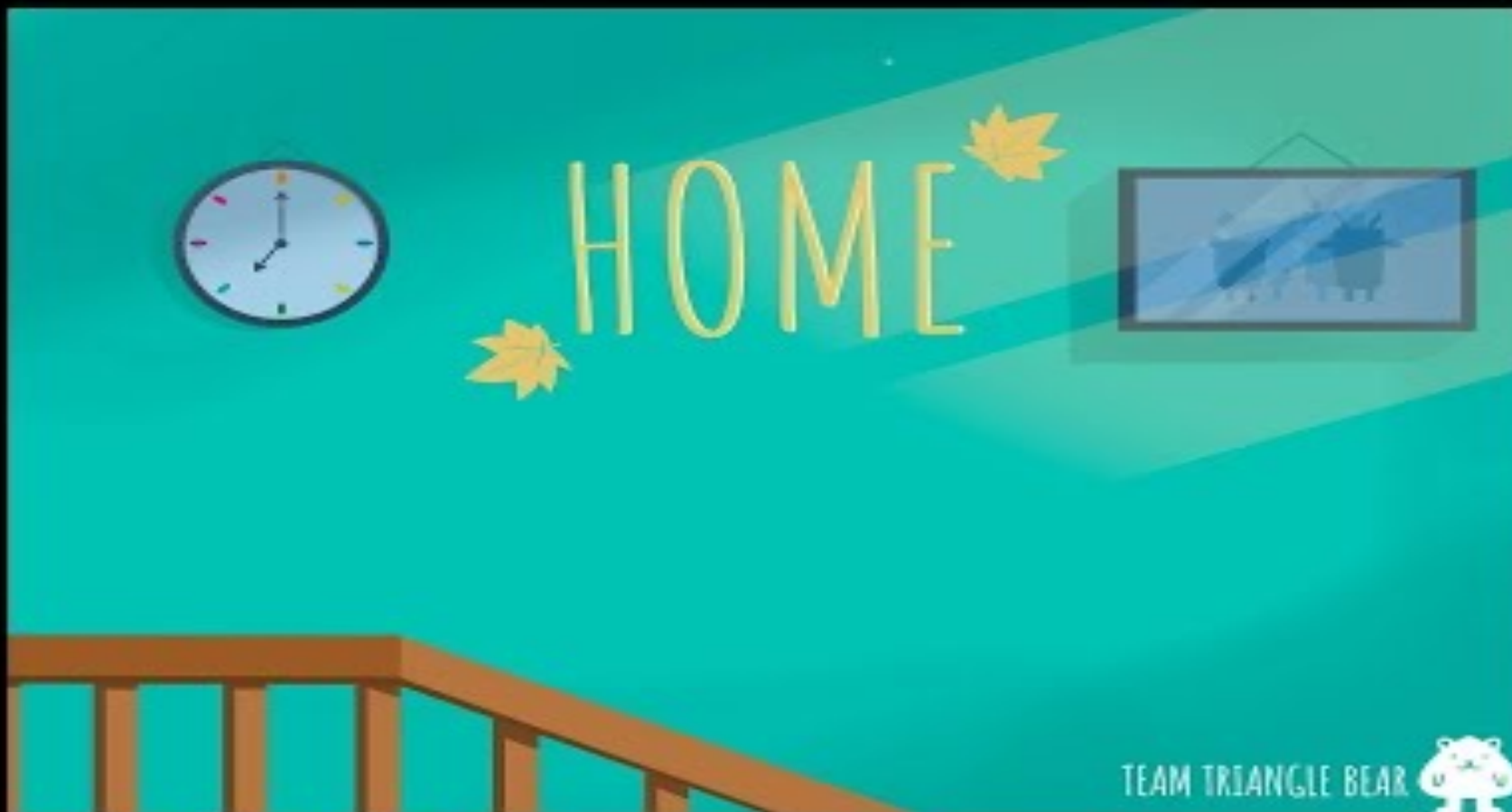
Initial Service Provider Meetings
Jul – Oct 2020

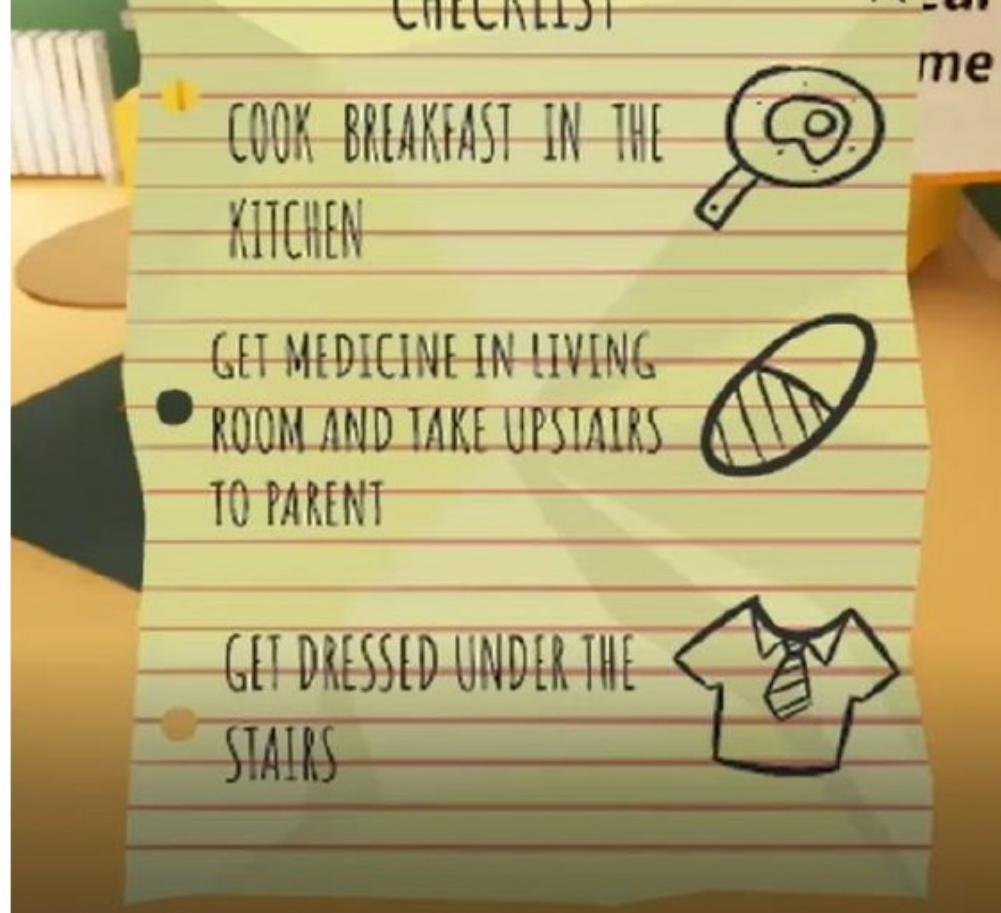
Workshops
Nov 2020

Intervention Discussions
Dec 2020 – May 2021

Co-design - fun gaming / Abertay Student Carer policy, grant and support hub
Feb - May 2021





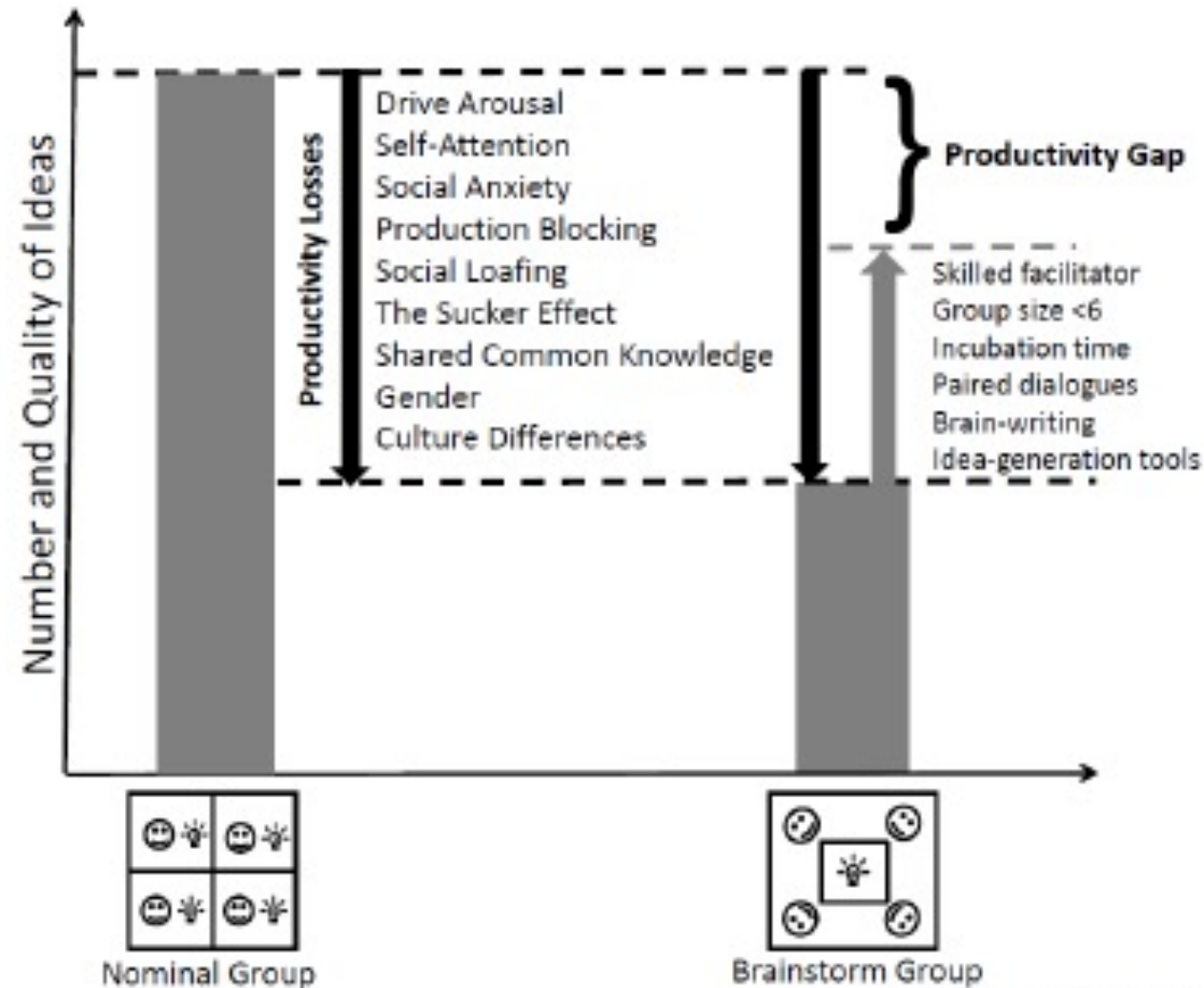


Game Play
Abstraction
Animation
Narrative

Let's crack creativity

- Techniques for technological creativity

Nominal Group – the power of introverts.



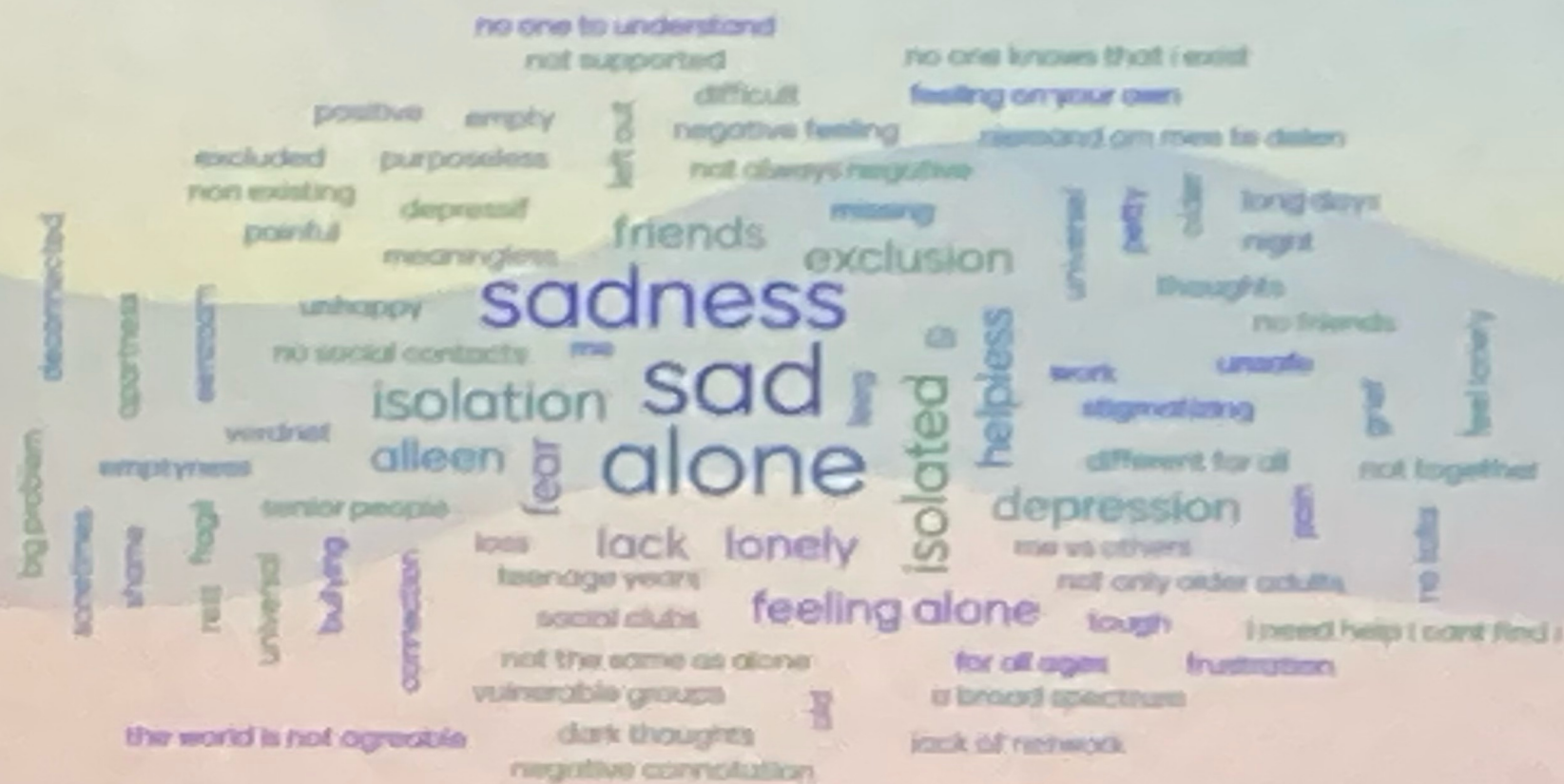
Ideation – Loneliness

Creating a shared understanding

- Create a post it with your definition of Loneliness.
 - Now another
 - And some more...
 - And another....
-
- Working in the nominal group (K. Byron, 2012).

What are your first thoughts when you hear the word 'loneliness'?

From this morning, with Mentimeter



Optimise output and fulfil the social need to meet in a group

- Generate ideas as a nominal group
 - – any ideas allowed, 'suspend judgement'. (Can do this in advance.)
- Build on these in the brainstorm
- Encourage paired discussions within the brainstorm idea
 - (where you **can** be devil's advocate).
- Groups no bigger than six (no social loafing)
- Have breaks (pastries optional)

Nobody, turned up for the 'lonely help group'

- The benefits of affirmative approach
- Incidental / intentional interventions



Hannelore Stegen
I2i Midterm Keynote, 2022

Affirmative Enquiry

- LEGO Serious Play method addresses developing participants understanding of co-design differing interpretations that different stakeholders might bring to the table.
- Delegates use an Affirmative Inquiry approach
- Use 3D building challenges to help delegates think creatively and progressively work towards shared understanding of concepts and analogies.



Ideation – What is the opposite of Loneliness

Creating a shared understanding

- Create a post it with your definition of the opposite of Loneliness.
 - Now another
 - And some more...
 - And another....
-
- Working in the nominal group (K. Byron, 2012).

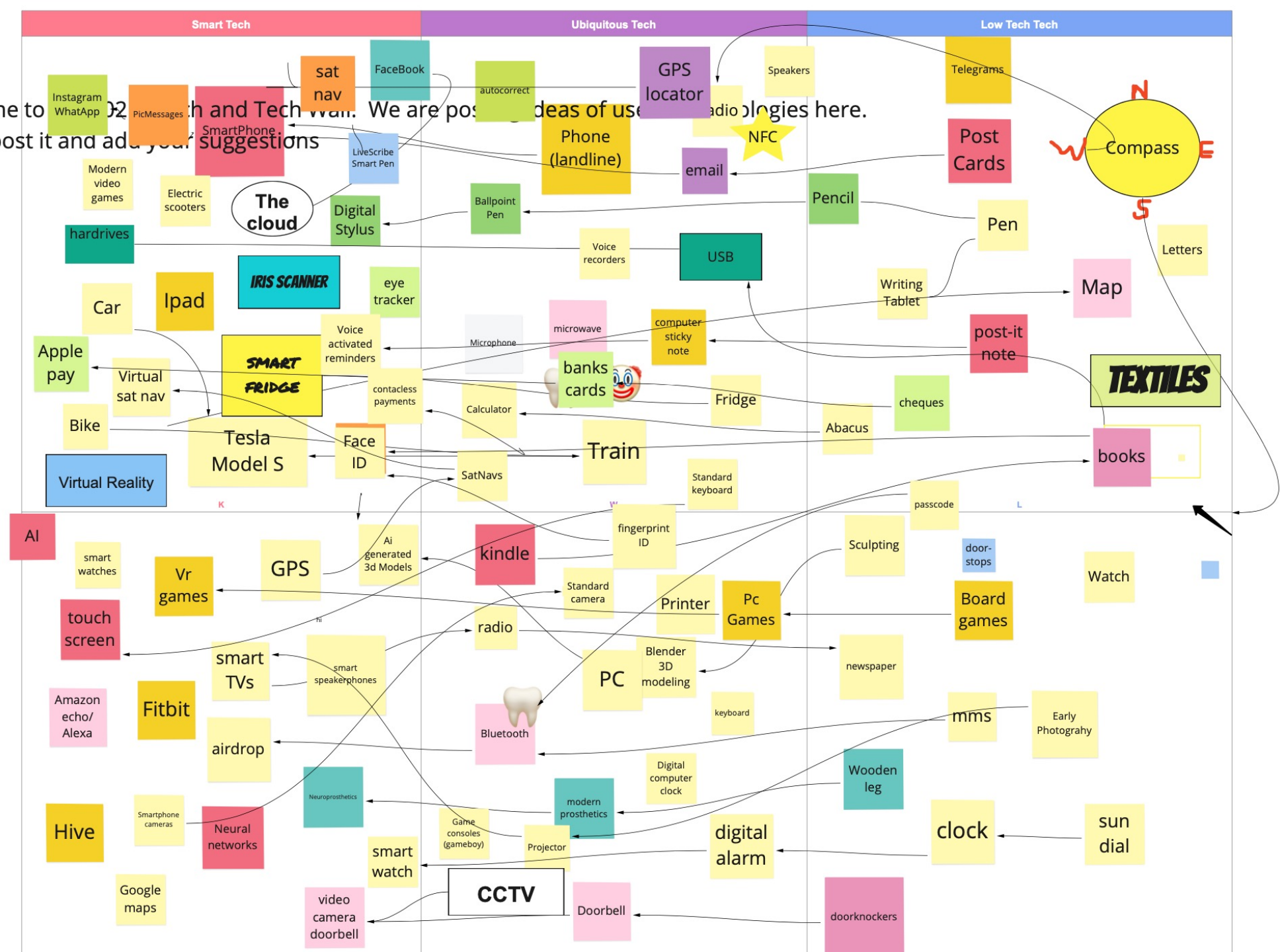
Co-creation – Co-Design

- Working in small groups ($n < 6$) or on your own.
- Come up with ideas or even post its.
- How
you think digital technology may enable social connections and activities

Tech Wall

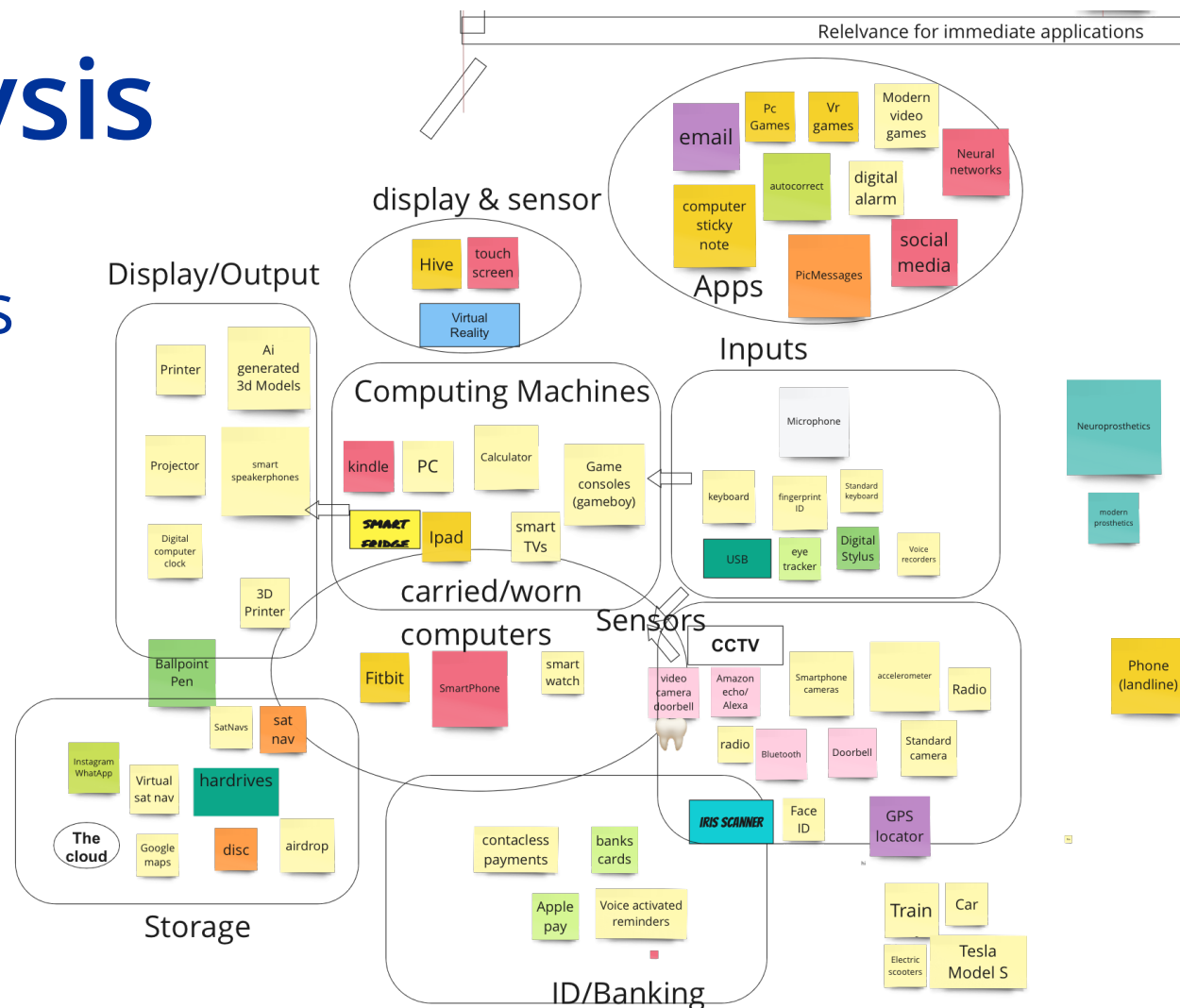
- Nominal group

Welcome to the Tech Wall. We are posting ideas of use of technologies here.
Pick a post it and add your suggestions



Thematic analysis

- You can import post it's
- Group them
- Save them
- Rearrange them



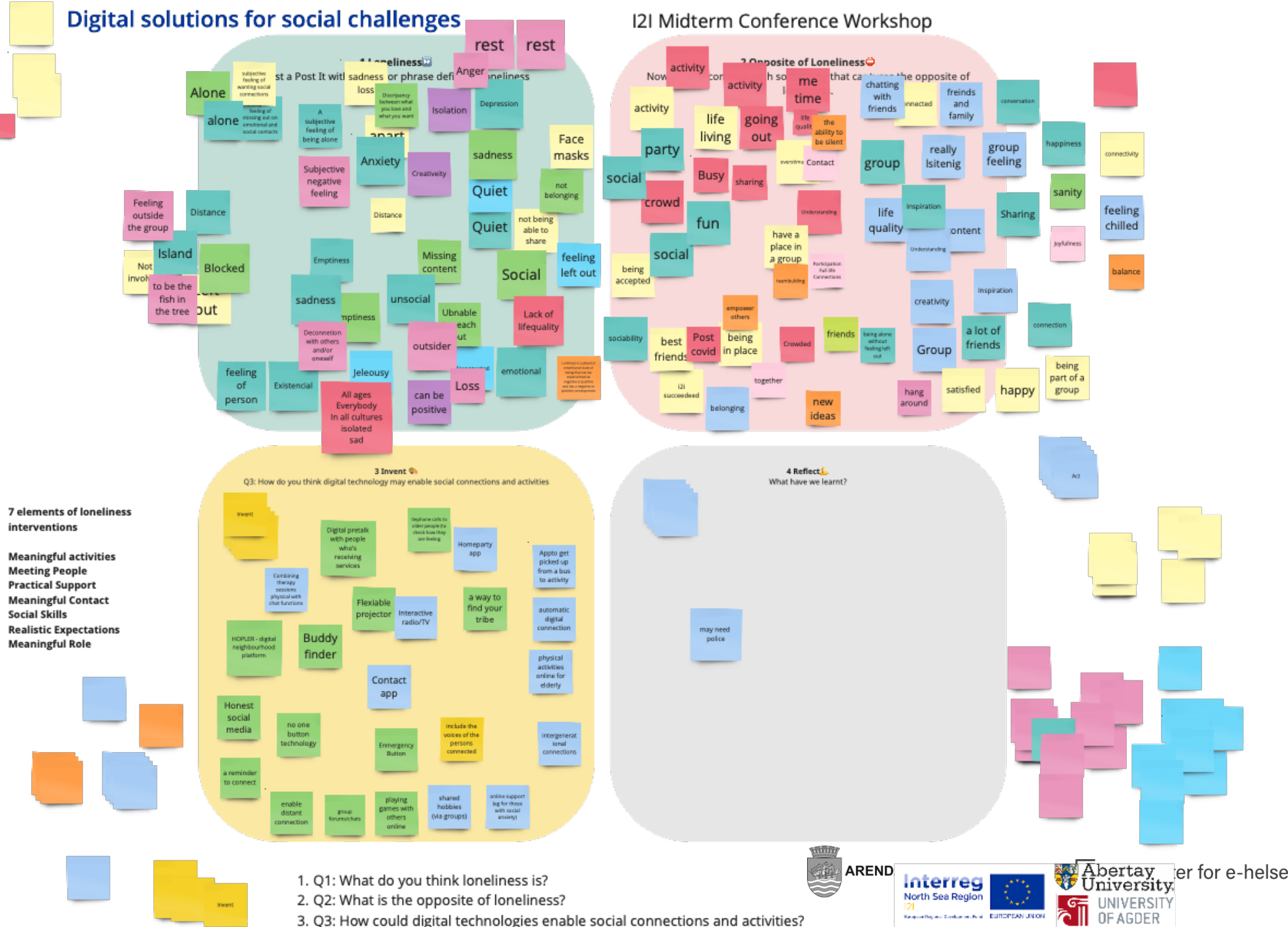
Another way to process the data using "wordvecs" that can represent the relatedness of words.

MIRO

- From the team
- See how many ideas we got

Digital solutions for social challenges

I2I Midterm Conference Workshop



7 elements of loneliness interventions

- Meaningful activities
- Meeting People Practical Support
- Meaningful Contact
- Social Skills
- Realistic Expectations
- Meaningful Role

Leen Heylen

CONNECTING

Hannelore Stegen



CONNECTING ACTIVITIES



CONNECTORS



PUBLIC SPACES CONNECT

CONNECTING

TECHNOLOGY

- **Sensors**
 - Mic
 - Camera
 - GPS
- **Outputs**
 - Screen
 - Speakers
 - Data
 - Printer
- **Computing**
 - AI
 - Cloud
 - Websites
 - Apps
- **Hybrid**
 - Augmented reality
 - Virtual reality
 - Metaverse

Continue after the session

Where Next?

Use communications/social media to update the work.
Meet again to sift the best ideas.

Get three ideas if you can.

Then evaluate based on cost, practicality, originality, significance and rigour.

Take your time on this last bit!!!!!!!!!!!!!!

Paper first, keyboards last...

Advice from the other side

- Don't build a Christmas Tree!
- Keep it Simple
- First make it work, then make it slick

Take Home Messages



- Participatory Methods to seed Co-Creation
 - Working in the Nominal Group (to maximise ideas)
 - Problem Definition is Hard, and takes time
 - Affirmative Enquiry
 - The best solutions are developed from a clear, shared understanding.
 - Hybrid Workshops may be possible (but proceed with care)
 - MIRO is more accessible and reusable than Post Its
 - But Post Its can be used as first step to MIRO
 - "Scribes" can be good for accessibility



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- More information about the project?
<https://northsearegion.eu/i2i>