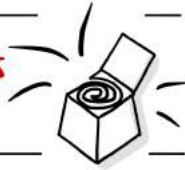


LIBERATING STRUCTURES FOR SERVICE DESIGN



Mike Press • Hazel White • Barbara Mertlova

@mikepress @hazelonewhite @openchangeuk

OPEN CHANGE
MAKE WORK BETTER

PURPOSE

1. INTRODUCTION TO BASIC PRINCIPLES
2. HOW TO USE IN SERVICE DESIGN
3. WHERE TO FIND OUT MORE

Capacity building



Project consultancy



Organisational
development



good facilitation is everything

THE PLAN

12.30	IMPROPTU NETWORKING
13.45	1-2-4-ALL DISCUSSION
15.55	WHAT ARE LIBERATING STRUCTURES?
14.00	TRIZ CREATIVE DESTRUCTION
14.30	LIBERATING STRUCTURES + SERVICE DESIGN
14.35	CROWD SOURCING ACTIONABLE IDEAS
14.55	FURTHER INFO. + RESOURCES
15.00	FINISH



IMPROMPTU NETWORKING

Stand up (or sit)

Pair up with somebody

2 minutes per person to answer
the questions

After 4 minutes, change partners

There will be three rounds

Why did you choose to attend
this workshop?

What do you want to learn from
and offer to members of this
gathering?



1-2-4-ALL DISCUSSION



What came out from that?

One minute
Silent self-reflection
Jot down your thoughts

What came out from that?

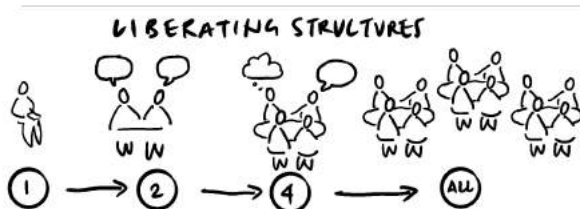
Two minutes
Share thoughts in pairs

What came out from that?

Four minutes
Share thoughts from your pair in fours
Agree on two things that stand out



WHAT ARE LIBERATING STRUCTURES?



Keith McCandless + Henri Lipmanowicz
www.liberatingstructures.com



**Simple
Sabotage
Field Manual**

<https://www.cia.gov/news-information/featured-story-archive/2012-featured-story-archive/simple-sabotage.html>

(d) Gasoline and Oil Fuel

Tanks and fueling engines usually are accessible and easy to open. They afford a very vulnerable target for simple sabotage activities.

(1) Put several pinches of sawdust or hard grain, such as rice or wheat, into the fuel tank of a gasoline engine. The particles will choke a feed line so that the engine will stop. Some time will be required to discover the source of the trouble. Although they will be hard to get, crumbs of natural rubber, such as you might find in old rubber bands and pencil erasers, are also effective.

(11) General Interference with Organizations and Production

(a) Organizations and Conferences

(1) Insist on doing everything through "channels." Never permit short-cuts to be taken in order to expedite decisions.

(2) Make "speeches." Talk as frequently as possible and at great length. Illustrate your "points" by long anecdotes and accounts of personal experiences. Never hesitate to make a few appropriate "patriotic" comments.

(3) When possible, refer all matters to committees, for "further study and consideration." Attempt to make the committees as large as possible — never less than five.

(4) Bring up irrelevant issues as frequently as possible.

(5) Haggle over precise wordings of communications, minutes, resolutions.

(6) Refer back to matters decided upon at the last meeting and attempt to re-open the question of the advisability of that decision.

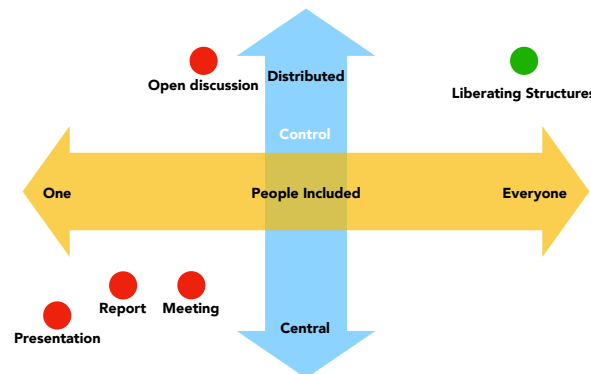
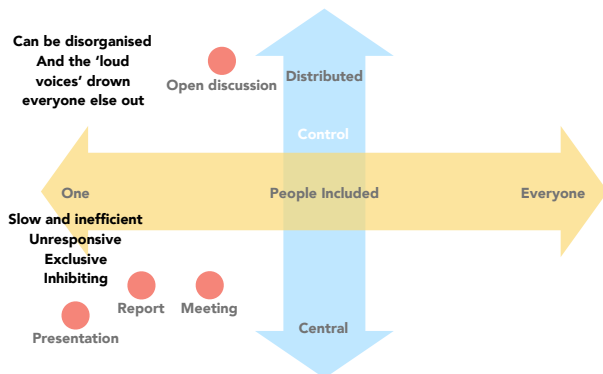
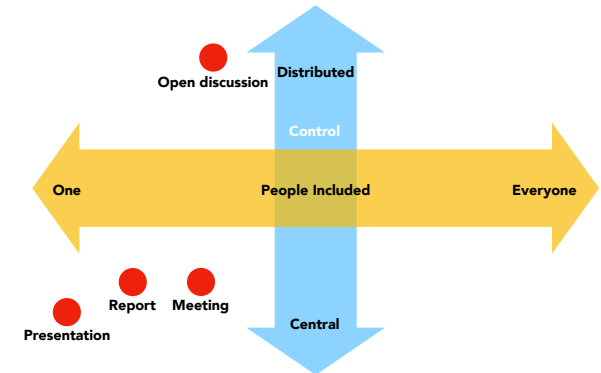
(7) Advocate "caution." Be "reasonable" and urge your fellow-conferers to be "reasonable" and avoid haste which might result in embarrassments or difficulties later on.

(8) Be worried about the propriety of any decision — raise the question of whether such action as is contemplated lies within the jurisdiction of the group or whether it might conflict with the policy of some higher echelon.



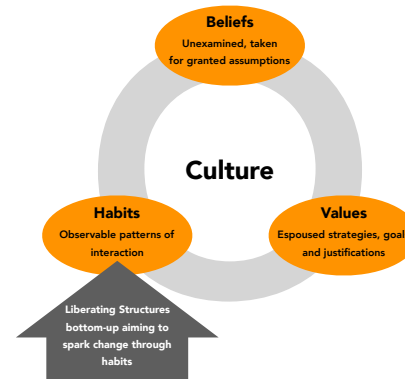
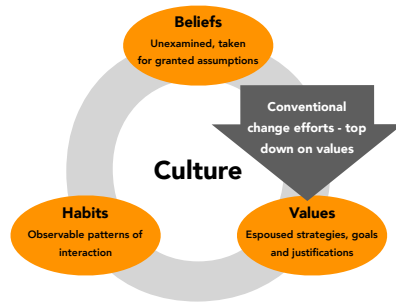
Organisational structures
designed for a complicated world
break down completely
when dealing with complexity

...and they alienate people

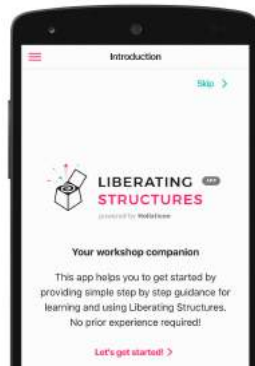


Frustrating boring meetings
Deciders separated from doers
Chaotic group processes
Accountability without autonomy
Structural change not delivering
Fear and politics

Including and unleashing everyone
Always have a clear purpose
Practice deep response for people
Amplify freedom and responsibility
Emphasise possibilities
Seriously playful curiosity



<https://liberatingstructures.slack.com>



How can we weaken the service design community?



TRIZ CREATIVE DESTRUCTION

How can we weaken the service design community?

One minute
Silent self-reflection
Jot down your ideas

How can we weaken the service design community?

Two minutes
Generate ideas in pairs

How can we weaken the service design community?

Four minutes
Share and develop ideas from your pair in foursomes
Make a list on flip chart paper



What is currently happening that resembles items on your list?

One minute
Silent self-reflection
Jot down your thoughts

What is currently happening that resembles items on your list?

Two minutes
Share thoughts in pairs

What is currently happening that resembles items on your list?

Four minutes
Share thoughts in foursomes
Make a list (next to your first list)



*Choose something on your second list.
What will help stop this unwanted activity/programme/procedure*

One minute
Silent self-reflection
Jot down your thoughts

*Choose something on your shared list.
What will help stop this unwanted activity/programme/procedure*

Two minutes
Share thoughts in pairs

*Choose something on your shared list.
What will help stop this unwanted activity/programme/procedure*

Four minutes
Share thoughts in foursomes
Make a list



LIBERATING STRUCTURES + SERVICE DESIGN

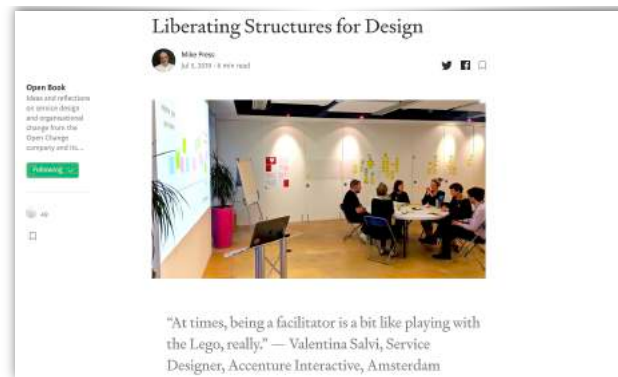


"A facilitator is someone trained in the skill of shaping group dynamics and collective conversations."

"My job is to put the right people in a room and help them to collectively think, dream, argue, heal, envision, trust and connect for a specific larger purpose."



Compliments design methods



Useful in organisational development

Enables everyone to think and be heard

Strengthen reflective practice
and group learning

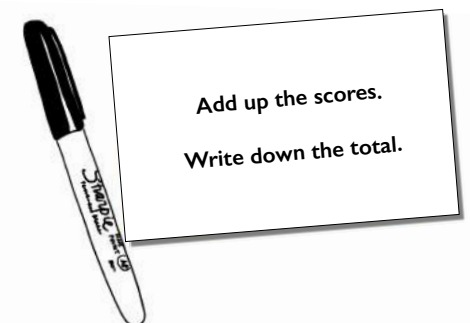
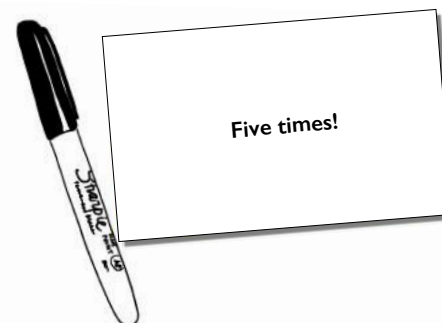
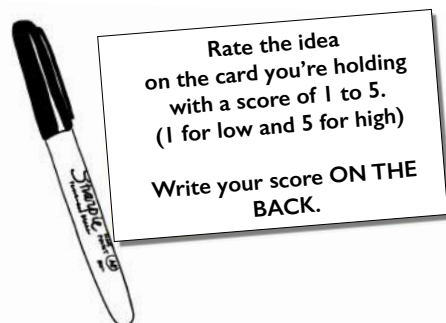
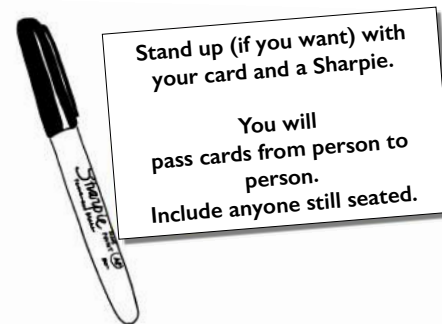
Like Lego, they invite being played with

25/10

CROWDSOURCING ACTIONABLE IDEAS

If you were ten times bolder,
what big idea would you recommend
to strengthen the service design
community?

5 minutes



THE TOP 10

FINDING OUT MORE



bit.ly/liberatingstructuresforservice design



Service Design Scotland
<http://bit.ly/ServiceDesignScotlandSlack>



OPEN CHANGE
MAKE WORK BETTER