

Re-reading Design Methodology and the “Toolbox” Metaphor

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ABSTRACT In 2006 Paul Dourish gave a paper about ethnography and its implication for creating design intervention and form. This is part of the basis of this paper, which illustrates the need to develop critical interrogations of what Dourish called a “toolbox of methods.” The paper argues that the metaphor of the “toolbox” suggests a departure from the reflexivity of the social sciences, where theory and method are continuously questioned and interrogated. The article concludes with a recommendation for how design practice might benefit from such reflexivity.

KEYWORDS: design methods, design practice, boundary object, social science

Designers today are increasingly called to intervene in large and complex systems of service design, interaction design, and information. Such intervention requires understanding people and their relationships to each other and to their environments. Explicitly or otherwise, designers “theorize”

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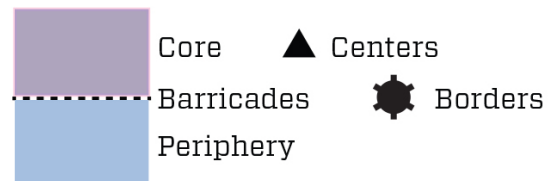
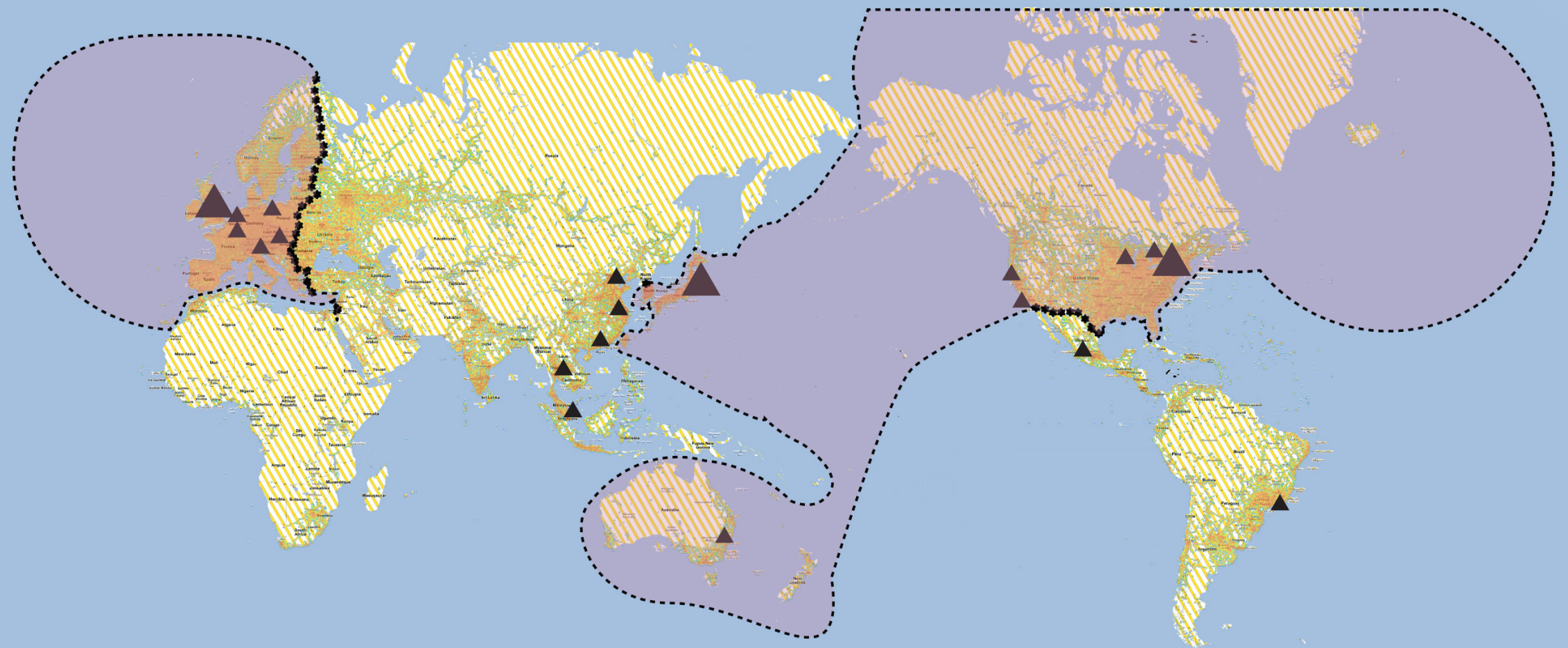
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Social Pleasure & Design and Social Innovation:

Community Work in Greece 2015-2017



(Mass communication/infrastructure
as density (as mobile device infrastructure))





My talk is about social pleasure and design and social innovation.

How do we frame 'design and social innovation' in ways that are not dominating or objectifying the people we work with?

Social pleasure in the community is one factor.

I'm going to show two contrasting examples.

Both have the goal of creating positive social interactions in communities to solve problems.

One is a qualified failure, and the other is a partial ongoing success.

Example one: the empty public square.











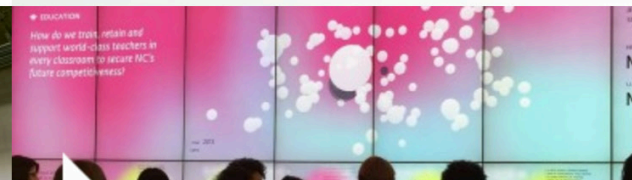
InnovateNC

A Cross-City Learning Collaborative

How can communities across the state expand their innovation economies?

As technology & demography shift, how can NC prepare today to create enough good jobs for tomorrow?

sector?



How do we increase the levels of civic engagement in our state's youth and young adults?

188
Ideas

0
Voices

11
Connections

2015 NORTH CAROLINA CIVIC HEALTH INDEX

Connections at the Heart of Our Innovation

How do we boost North Carolina's levels of civic engagement?

What do you think is the biggest issue facing your community?

How do you teach skills and behaviors that promote innovation, esp. to students and under-represented groups and places?

How can you make schools community innovation hubs, incorporating public-private partnerships to promote learning?

How can you form public-private leadership groups to drive the development of our innovation ecosystems?

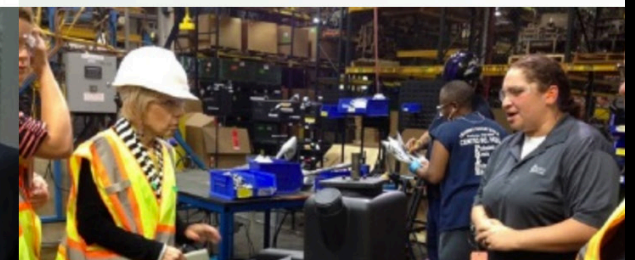
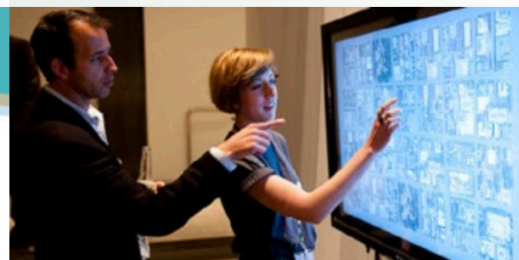
NC STATE UNIVERSITY | Institute for EMERGING ISSUES



30th Annual Emerging Issues Forum

INNOVATION RECONSTRUCTED

















Raleigh Convention Center
February 9-10, 2015



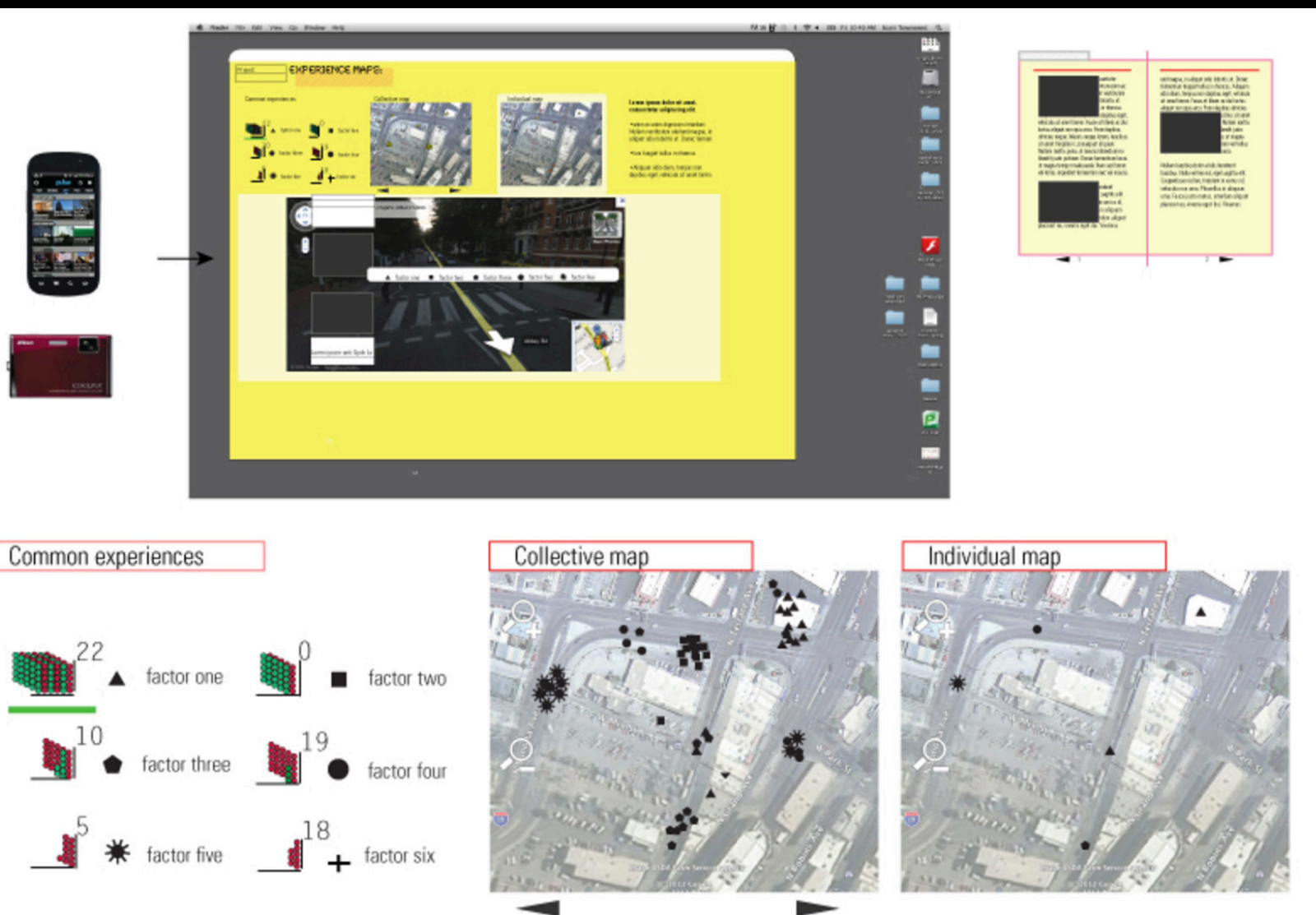
“The Emerging Issues Commons, is a suite of inter-actives that shares the narrative of North Carolina, focusing on the core issues of Economy, Education, Environments, and Health. More than just a physical installation, the Commons is an invitation to participate, an experience with democracy woven into its DNA.”

**Communicator Awards, Gold Award of Excellence,
Film/Video: Educational Institutions, April 2014
Rosey Awards, Merit, Experiential, December 2013
Interaction Awards, Finalist, Connecting,
December 2013
Creativity International Awards, Honorable Mention,
Film & Video: Public Service Film/Video, May 2013
ixda.org 2014
ADC Global Tomorrow Award 2014**

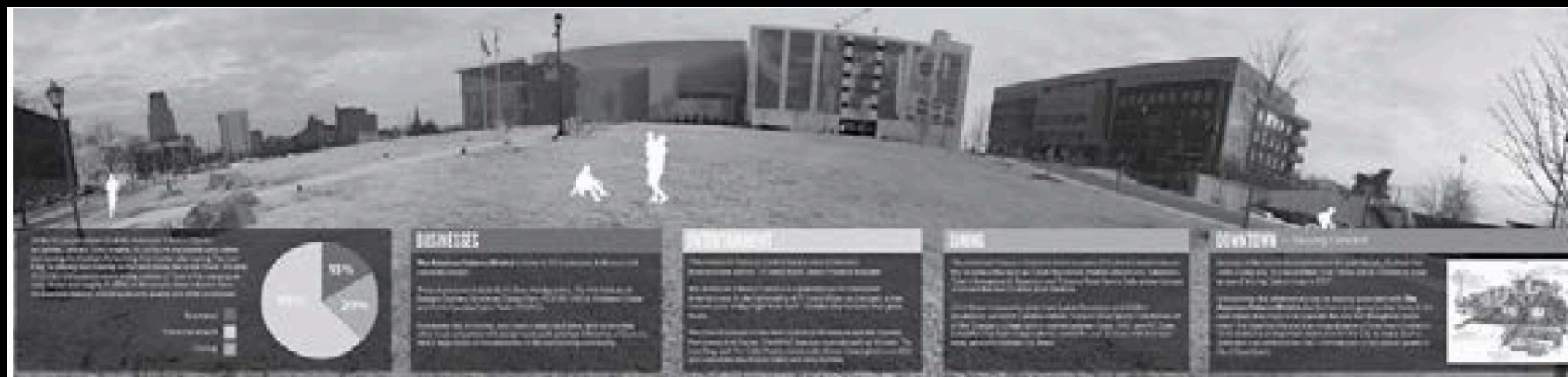


Apr 16, 2014	 0	 0
Apr 10, 2014	 0	 1
Apr 07, 2014	 0	 1
Feb 13, 2014	 0	 1
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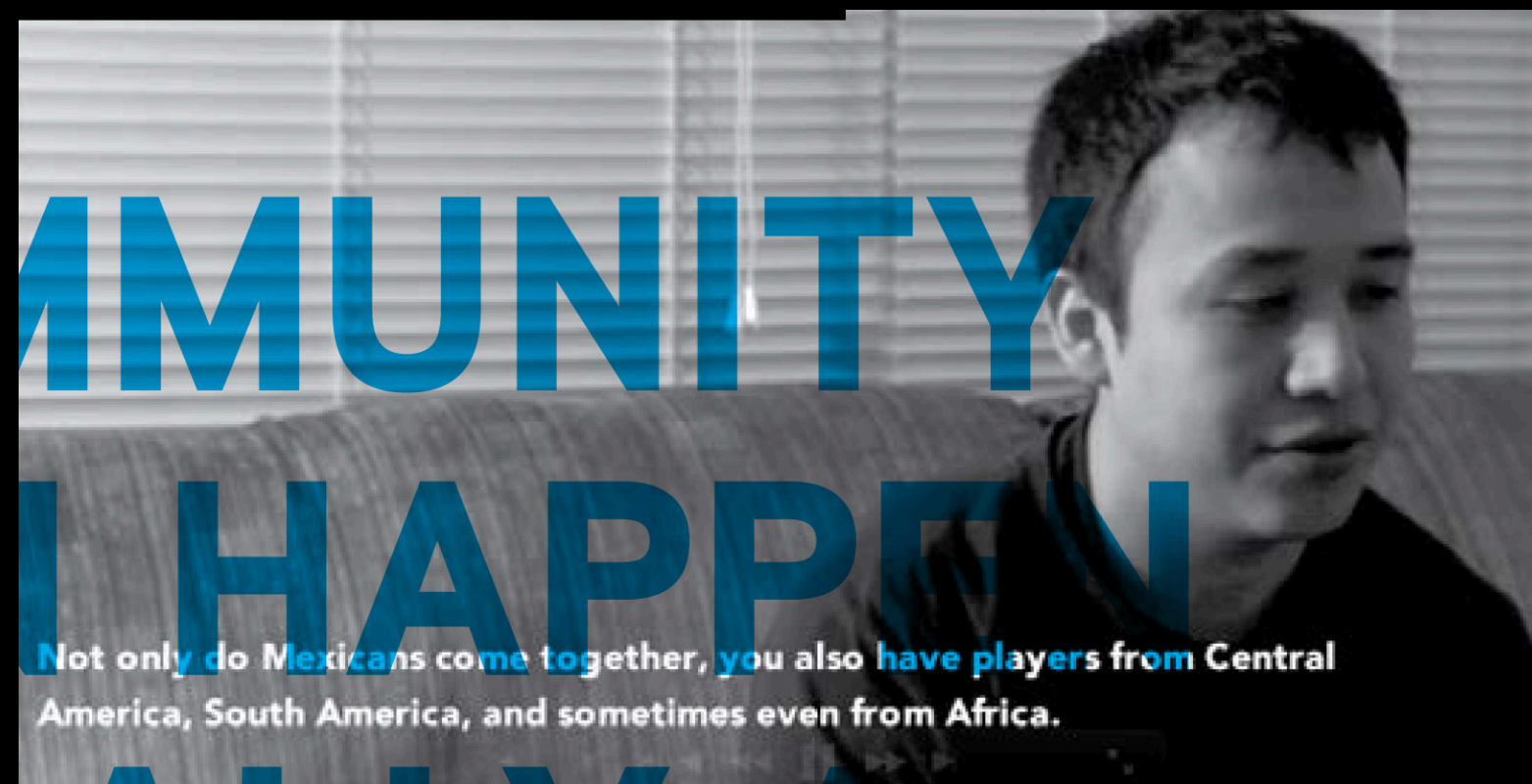




Workshop/community involvement: "Experience Map" online tool.
 Maps are generated out of user answers: can be printed out and displayed as individual or collective representations and added to the exhibition.
 The map online tool uses Google Maps. The size of the environment is scalable and can display small neighborhoods, or large regions.



Precursor: community work with students 2011 in North Carolina USA--



Different than official urban design-







03

01



ЗА УСПОМЕНУ

ПОДНЕ ЖЕЛАНЈОМ УМУ И ДУГО

СЕБАЊЕ У САГРАДЊУ СОЦИЈАЛИЗМА

03



04



pride. Greece has great athletic talent. In water polo, in football, basketball, how can that be? We play basketball against the United States. The United States is now how big?

-300 million.

We have 9 million. Yes and I show you basketball now in Europe, we are “number one” this year. In the last game and 5 minutes before the end we make 2 points. Fantastic. That is from feeling. Nothing, no experience, no. With feelings you can fly. I will tell you something else, we are very hard also. During in training and during competition we are very hard.

It's not just training. Greek people, we are very tough, from very hard years in our history. It was hard work to be first in all the world in water polo. The other day we played Australia. Australia was 5 goals in front. In the end we won. The trainer made the difference and provided leadership to the group. You saw in the last 5 minutes a different group.

-So are you are saying that kind of attitude is really important for Greece now?

Probably. If you are slow, no. No control. They need pressure. I don't know maybe. I think I told you about this from my heart everything.

I will tell you something. When people start something new and you use for first time, how you say this celebrate, how would you call it?

-An opening? Inauguration?

The government opened an Olympic swimming pool... they asked me to say some words about the swimming pool and I say that I have nothing to tell.

The only thing I said was: “I am sorry for my family because all of these years I was far away from them, and especially for my island, and the next generation which we nurture for our future. Thank you very much.”

The people were very happy with me because I don't say, I do that because I had in my mind and I see my dream and I give my promise.

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Re-presenting interviews (original exploratory work done 2015- again, a good reference for social— and also anthropological— liminality def is chapter 6 from Geertz interp of cultures).

(Problem area reference: group social interaction failed experiment in the IEI commons and its failure to engage people the way it was meant to work. Think of this as loosely educational or workshop like rather than a presentation of my own content)

Premise

People that live between two cultures may experience the conditions of liminality: specifically that by moving elsewhere one is between one culture and the culture one has participated in and been a part of. A loosening of practices occurs, which impacts how people understand and maintain their identity and social relationships. The purpose of this design intervention is to support participants in narrating and comparing their experiences and to document those narratives through “user interaction.”

Subject here: the what this is about and who and why it is important to local audience- stay away from abstractions and keep it real.

revise to include this:

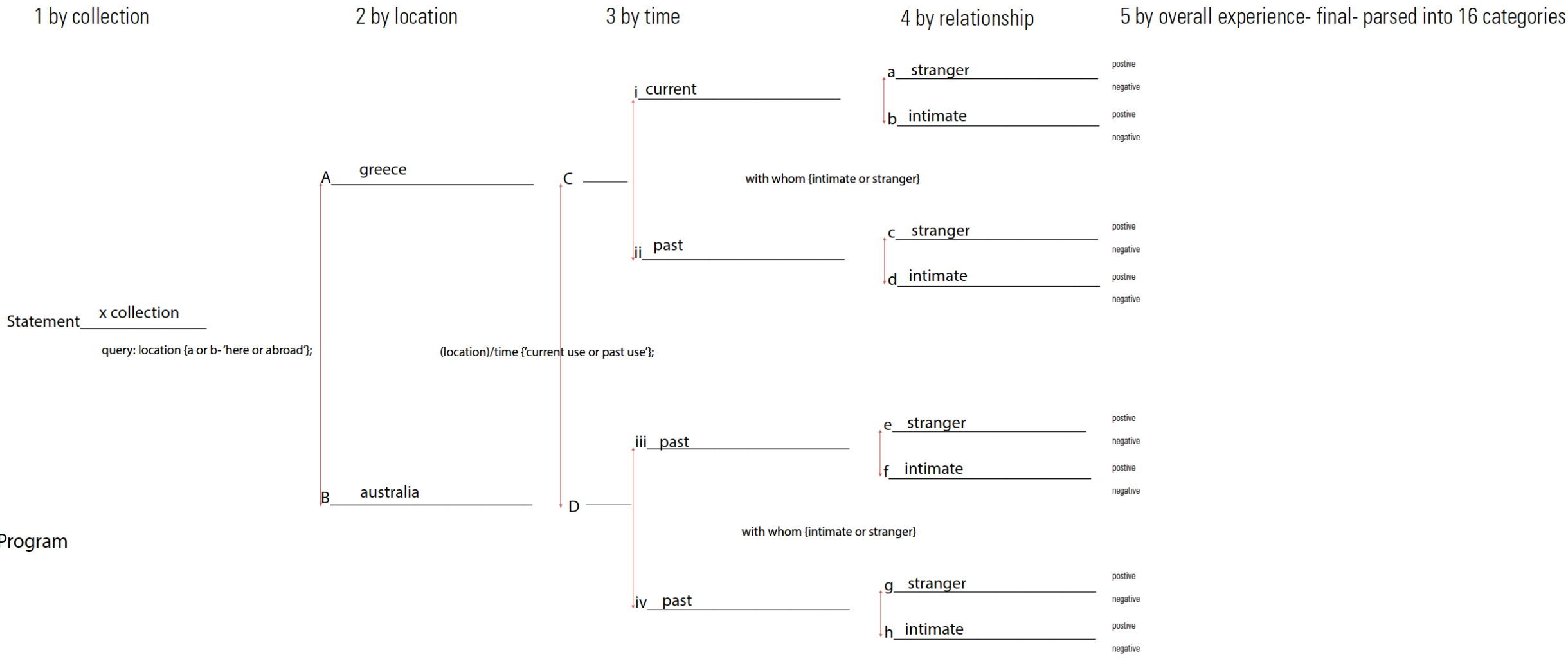
- what is this directly about concrete title
- what you will end up with
- how you will do it
- and then how to accomplish it as a guideline and process.

Process

Phase I: ind chronologies; pushing interviews, stakeholder responsibility, motivation and affect. Episodic.

Original 6-8 people in exploratory research—

- I. Use object references as the basis for the photographic exploration. Object references can be photographed in, or juxtaposed with particular context-based situations to help people describe and relate their practices and ideas.
- II. Do an unstructured interview based on people discussing their life both in situ and living abroad.
- III. Analyze the interview for particular references- construct a list of “nouns”/objects thinking through how the references can help augment further storytelling by the subject.
- IV. Show and reference two different places where the subject’s references ‘show up:’ (for example if an object was a cross, create a diptych based in the location that the cross exists in the subjects practice. Ok to use words, or appropriated images if necessary- for example a cross + Melbourne and a cross and a church in Kefalonia).
- V. Excerpt description from interview partially to help assist in further descriptions by stakeholder.



beginning of sentences through categorization

here, in the present, with stranger(s), positive feeling or experience	here, in the present, intimate positive feeling or experience	here, in the past with stranger(s), positive feeling or experience	here, in the past, intimate positive feeling or experience
here, in the present, with stranger(s), positive feeling or experience	here, in the present, intimate positive feeling or experience	here, in the past with stranger(s), negative feeling or experience	here, in the past, intimate negative feeling or experience
abroad in the past with stranger(s), positive feeling or experience	abroad in the past, intimate positive feeling or experience	abroad in the past with stranger(s), positive feeling or experience	abroad in the past, intimate positive feeling or experience
abroad in the past with stranger(s), negative feeling or experience	abroad in the past, intimate negative feeling or experience	abroad in the past with stranger(s), negative feeling or experience	abroad in the past, intimate negative feeling or experience

individual
texts

common
refs rep as
images from
coded text

	Now										Past
	within ten years										
Here											
Abroad											

organization and subtitle ideas based on:

sensation- events- organization in time/eyewitness, high affect

so original stakeholder “shares” responsibility in presenting first contact
with a social group-- their story, imagery, etc. leading to additional interviews and 2nd phase of nesting and sorting.

the chronological is the interview already provided, with image references.
things are keyed in by relative dates in interview.

images are culled from 3 interviews and used in categorization step-
either edited or self edited, or inviting additional contributions or reorderings and rationalizations (starting with the nested categories as sentence structure)

from episodic:

information:

source/sensation

unit/events or episodes

organization/in time

reference/the self

true? personal belief-eyewitness

operations:

registration/your experiences

affect/more important

can you infer things from

this/limited

how do you access concet/time and place

what happens when you do/change system

how do you get an understanding/gestalt or synergy

how do you retrieve content/you remember

evocation and memory-images

in writing this is “shifter” in pronouns

rhetoric in writing+graphic emphasis

titles and calendar

ordering of content in layout

depth of reading- high cog load

more episodically encoded:

phase 1

here/negative
εδώ/αρνητικός

here/negative and positive
εδώ/αρνητικός/θετικός

here/positive
εδώ/θετικός

here and abroad/negative
στο/εξωτερικό/αρνητικός

here and abroad/both negative and positive
στο/εξωτερικό/αρνητικός/θετικός

here and abroad/positive
εδώ/στο εξωτερικό/θετικός

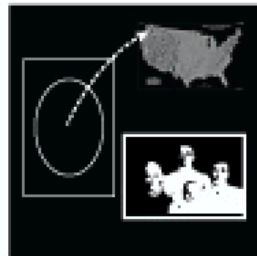
abroad/negative
στο εξωτερικό/αρνητικός

abroad/negative and positive
στο εξωτερικό/αρνητικός/θετικός

abroad/positive
στο εξωτερικό/θετικός



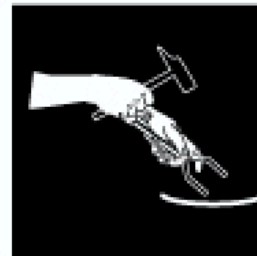
Religion and Cephalonia



Absent Family Abroad



Emigration



Traditional ways to work



Ionian Islands



Citizenship



History



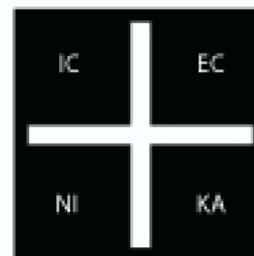
Older beliefs



New ways to work



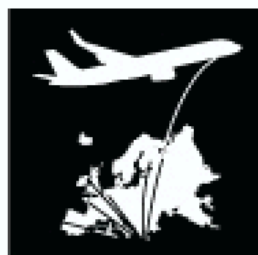
European Union



The Church



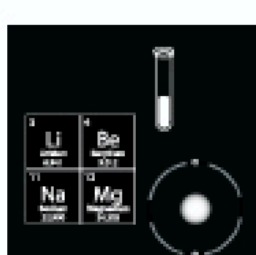
Economy



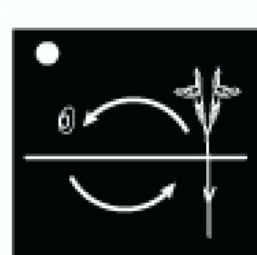
European Networks



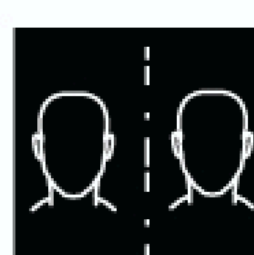
Mobility



Science and Technology



Nature and Environment



Personal Isolation

“The household’ or Oikos leads to this now:

Topically the projects we are working on now include exhibition design, signage, and information visualization on projects in-

education,

bio-diversity,

local history and archaeological research,

and in Thessaloniki

urban regeneration and social capital to for sustainable economic growth.

with

students, professors, business people, and those working in NGO’s.

For me, dealing with the needed sustainable changes that are mainly cultural and behavior change, the pivotal moment has been when I moved from saying “What can I do to help people change behavior?” toward the discovery that a lot of people (even if they aren’t yet so visible) had already changed, and in a good way, their behaviors. And that therefore,

the right question is: “What can I do to trigger and support these new ways of thinking and doing? How can I use my design knowledge and tools to empower these grass-roots social innovations? ... in other words, if you don’t recognize that design can also be strategic you cannot imagine that design can play an important role in triggering, supporting and scaling-up social innovation.”

-Interview with Manzini on “design and social innovation.” (Brooks 2011)