



## CONVENE & CONNECT

*Convening is the art of bringing the community (of practice) and relevant stakeholders together to connect members and engage them in meaningful conversations. The diversity of a community and a risk-free and inclusive environment help develop conversations and engage members.*

Start small, create the conducive environment to convene and network people.

Proper community management to ensure diversity of views, prioritize equity for access to opportunities and resource and where everyone feels they belong and can actively participate.

Diversified, equity and inclusiveness environment where there is diverse representation, fairness and everyone feel valued and heard.

### Activities oriented to developing the practice - Design Clinic

#### WHAT

##### **Design Clinic**

The practitioners at the Center for Community Learning at Western Washington University have created a shorter adaptation of the case clinic format, which they call a design clinic. Besides being shorter, it is also less demanding. The case clinic format pushes a community to get deeply into the case and discuss possible ways forward to get to some kind of agreement on promising options. By contrast, the design clinic merely attempts to broaden the thinking and open the horizon of ideas. It invites brainstorming without seeking convergence. It is therefore well suited when time is short and when people come from a diversity of backgrounds and contexts.

#### WHY

Member would work together to solve real problems and to help onboard the member's application to new strategic tools or solution. This will deliver value directly to the members, who develop highly relevant new skills and knowledge, and to the business by addressing the problem brought to the group. These clinics also provided an excellent focus for the community: people enjoy helping each other to solve real, tangible issues.

#### HOW

The idea of a design clinic is to follow a series of prompts on a strict timeframe tightly managed by a facilitator who moves things along. Prompts encourage people to give very short

contributions by simply completing the sentence, rather than answering a whole question. Usually someone volunteers to take notes. The process is outlined in the table below:

**Outline of the design clinic protocol**

Prompt	purpose	speaker	minutes
Could you help me with ...	Introducing the challenge	Presenter	2
Share more about ...	Clarifying the nature and context of the challenge	Group asks and presenter answers	4–6
This makes me think of ...	Opening the thinking by sharing relevant experiences and stories	Group shares, presenter is silent	4–6
You might try ...	Brief suggestions about next steps	Group suggest, presenter is silent	4–6
What struck me ...	Just a few highlights	Presenter	2