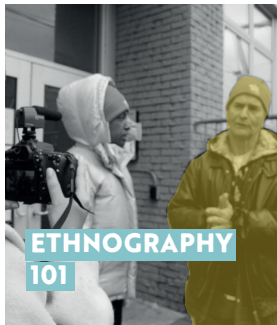


**IF YOU LIKE THIS EVENT,
YOU MIGHT BE INTERESTED IN...**



If we want to disrupt the status quo, what kind of leadership is called for? What are our scripts, beliefs, and fears? Join us for a brown bag lunch and conversation. Stay or join us for a post-lunch reflective walk, where we'll contemplate when it is time to let go of old practices to make room for new ones. For leaders at all levels.

Wed, June 21, 2017
LUNCH / 12:30-2pm
WALK / 2pm-3:30pm
by: Jennifer Charlesworth



You can't get to new ideas without new insights. Spend a day learning how ethnographic methods lead to fresh insights. Find out how to pronounce the word, read & watch ethnographic stories, practice observing & listening, and get a taste of moving from insights to ideas.

Tuesday, June 20, 2017
9:30am-4pm
by Daniela Kraemer and Sarah Schulman



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790 E 14th Ave,
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LEARNING BILL

June 19, 2017



Data

Design

Humanities & Social science

Social Service Practice

Leadership

SIMILAR OR DIFFERENT

'Nothing About Us Without us' is the mantra of Self Advocates and Families within the social sector and a yard stick against which service development and delivery is measured. User Centred Design is way to action our inclusion values in fresh and dynamic ways.

LEARNING SESSION GOALS

1. To engage learners in the practice of User Centred Design
2. To highlight the connections between User Centred Design and traditional frameworks of service development and delivery.
3. To inspire learners to incorporate user centred Design practice in their everyday work and life.

CAST



Maggie Vilvang



dr Jennifer Charlesworth

Maggie and Jennifer have loved every minute (almost) of their forty year journey with families, youth , people with disabilities and those in dedicated service to them. Their journey has been guided by the experience and wisdom of many. The stories they share aim to reveal lessons learned over time and shape the next steps.

SCENES

Scene I:
The Landscape of the Social Sector

Scene II:
User Centred Design

Scene III:
A New Fuel to Propel our Efforts

KEY CONCEPTS, FRAMEWORKS, DEFINITIONS

The Landscape of the Social Sector

Current Dominant Frameworks of service development and delivery.

User Centred Design

From Empathy to Prototype and back again

A New Fuel to Propel our Efforts

Empathy is the starting point

- Awareness and Assumptions
- Posing questions that matter and really listening
- Journey Mapping

SOUNDTRACK

Out of Time - The Rolling Stones