

Identifying best practice in remote co-design

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Abstract

In the last few months, design practitioners around the globe have hit the ground running and offered online alternatives to face-to-face co-design workshops. At ServDes2020, we build on this shared experience to ask, what does good look like in remote co-design?

Whether using WhatsApp, phone calls, online whiteboards or tightly orchestrated Zoom breakout rooms, we have been defining new roles (facilitator/moderator, scribe and tech support/navigator) and navigating new challenges and opportunities for creativity and collaboration. Webinars, training, templates, toolkits and other resources have been developed for design practitioners and facilitators to share and adapt.

Rigorous assessment of what good co-design looks like is an ongoing area of discussion and research. In an online workshop for ServDes2020, we are creating a space for experienced practitioners who have delivered remote co-design to share what they have learnt and put forward a vision for best practice in remote co-design. We seek to create criteria to evaluate the quality of experiences and participation, as well as the outputs and outcomes of remote workshops. We hope to highlight where remote online workshops have enabled not only simulation and augmentation of face-to-face activities, but significantly modified them or allowed a chance to redefine the practice.

Keywords: co-design, remote co-design, practice