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Strengthen emotional skills for service designers as facilitators

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Abstract

We will be presenting a workshop for service designers aimed at developing and strengthening emotional skills, especially with regards to facilitating co-creation processes. Through the exploration of methods, we seek to broaden or induce the awakening of the sensibilities of service designers in their role as workshop facilitators. Emotional skills could help facilitators to recognize their own emotional process and to develop the ability to distinguish between their thoughts and their interaction with other people. A focus on emotional skills helps identify the most subtle and the most visible factors which influence collective creation in a service context. This process provides facilitators with more support to decide upon the best strategy according to their knowledge, thus improving the experience and the outcomes of the co-creation exercise.

Keywords: emotions, service designers skills, co-creation, exploration