



Reimagining Meetings

Results Washington CI Community of Practice
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What is Design Thinking?

A problem-solving approach focused on creating experiences to better address human needs.

Experiences Include:

- Things/Tools
- Processes
- Roles
- Spaces

Design Thinking Mindsets

Put People First



Break the Rules

Keep an Open Mind



Fair Forward Fast



See Things Differently

Adapted from:

Phases of Design Thinking

Empathize

Define

Ideate

Prototype

Test



Understand
people deeply

Discover the
opportunity

Experiment
your way
forward

Adapted from:

Steps for Reimagining Meetings

01

Clarify

The purpose and desired outcome of the meeting

02

Prioritize

The information you need to share

03

Address

The participants' emotions

04

Design

For the behaviors you want to shift

05

Explore

The activities that address your meeting goals

06

Outline

The plan for your meeting

Adapted from:

Identify a Meeting



A A MEETING IN THE NEXT MONTH YOU CAN AFFECT Choose something on the books. Get your calendar out if you need to.	→ WHO	WHERE/ WHAT PLATFORM	WHEN
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- Identify a meeting you can influence in the next month
- Consider reoccurring meetings such as team or project meetings

Adapted from:

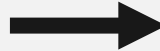
Create a POP: Purpose & Outcomes

Why state your meeting purpose and outcomes?

- Level-sets expectations
- Provides an anchor

How articulate meeting objectives:

- Try this format: “We will successfully achieve the meeting’s purpose of ... if...”



A A MEETING IN THE NEXT MONTH YOU CAN AFFECT Choose something on the books. Get your calendar out if you need to.	WHO	WHERE/ WHAT PLATFORM	WHEN
B GOALS OF THE MEETING (Create a POP: Purpose, Outcomes, Process)			
PURPOSE Why are you holding this meeting? [e.g. "Bring the community together to feel a shared sense of ownership"]		DESIRED OUTCOMES What are you hoping to accomplish during this meeting? [e.g. "Get the team on board with a new initiative and clarify the roles and responsibilities for Phase 1."]	
Stanford d.school Designing for Social Systems May 2020			

Adapted from:

Create a POP: Purpose & Outcomes

A

A MEETING IN THE NEXT MONTH YOU CAN AFFECT

Choose something on the books.
Get your calendar out if you need to.



WHO

WHERE/
WHAT PLATFORM

WHEN

B

GOALS OF THE MEETING

(Create a POP: Purpose, Outcomes, Process)

PURPOSE

Why are you holding this meeting?

[e.g. "Bring the community together to feel a shared sense of ownership"]

Example:
The purpose of this meeting is to gather lessons learned on the strategic planning process.

DESIRED OUTCOMES

What are you hoping to accomplish during this meeting?

[e.g. "Get the team on board with a new initiative and clarify the roles and responsibilities for Phase 1."]






Example:
The team has an action plan that addresses areas of improvements.

Address Emotions & Behaviors



PROCESS - DESIGNING YOUR MEETING: WHO is attending? HOW are they entering the meeting?

Who's attending your meeting? (Could include actual names, or categories of people.)
What are the emotions and behaviors they are bringing to the meeting. What do they need?

 e.g. "team's data analyst. Anxious about the new project. Generally quiet during the meeting"]	 e.g. "team's researchers. Excited about this new project. They tend to talk over one another during meetings."]			
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- Reflect on the emotions and behaviors you have observed.
- Not sure how people are feeling or what they need? Ask! Set up interviews to better understand.

Adapted from:

Address Emotions & Behaviors



PROCESS - DESIGNING YOUR MEETING: WHO is attending? HOW are they entering the meeting?

Who's attending your meeting? (Could include actual names, or categories of people.)

What are the emotions and behaviors they are bringing to the meeting. What do they need?

Identify the shifts you want to design for:

- Informational – What needs to be known/understood?
- Emotional – What do you want people to feel or experience?
- Behavioral – What do you want people to do?

Then, for each person/category of people, articulate the informational, emotional and behavioral shifts you want facilitate during the meeting

le.g. "team's data analyst,

I want her to see the project goals & timeline.

I want her to feel heard and supported.

I want her to actively share her perspective."

le.g. "team's researchers,

I want to ensure they each know which part

they of the research they are doing..

I want to maintain their excitement.

I want to ensure they listen to one another."



Adapted from:

Create How Might We (HMW) Questions



PROCESS - DESIGNING YOUR MEETING: Create generative HOW Might We (HMW) questions

Create HMW questions around the emotions you want to address/shift.

[e.g. "HMW make sure that everyone feels heard during the meeting? HMW ensure that our data analyst feels supported? HMW reduce our data analysts' anxiety? HMW share and spread the excitement of the researchers?"]

Create HMW questions around the behaviors you want to address/elicit during the meeting.

[e.g. "HMW ensure everyone shares their perspective during the meeting equally? HMW we prevent researchers from talking over one another? How might the group visualize the project's outputs?"]

A good "How Might We" question:

- Invites creativity
- Reframes the problem or opportunity
- Demonstrates curiosity

Adapted from:

Explore Ideas and Activities



PROCESS - DESIGNING YOUR MEETING: Create generative HOW Might We (HMW) questions

- Choose a HMW question to explore
- Brainstorm activities you can try

Select one How Might We question and brainstorm a range of activities (and then repeat with other HMW questions above).

Think about using visuals, sound, writing, group sharing, active listening, white boarding, visioning or other experience-based activities.

Five empty gray rectangular boxes arranged horizontally, intended for brainstorming activities. A large black arrow points from the left towards the first box.

Adapted from:

Outline Your Meeting



OUTLINE YOUR MEETING

Make a rough plan of the agenda here.

Activities

- What activities support the informational, emotional, and behavioral needs of your meeting participants?



Information

- What needs to be known/understood?

Emotions

- What do you want people to feel/experience?

Behaviors

- What do you want people to do?

Adapted from:

The background features several large, overlapping, wavy shapes in shades of sage green and light orange against a white background. The shapes are soft-edged and organic in form, creating a modern, minimalist aesthetic.

Questions & Reflections

Design Resources

Today's Presentation: Designing engaging in-person and remote meetings, Nadia Roumani, Stanford d.school

Stanford d.school

Liberatory Design

Co-Design

Design Kit

Luma Institute

Thank you

Feel free to reach out!

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