Family Diversity Workshop

15.00–18.00 CET

Leaving nobody behind: Making social rights available to all families

Beybin Elvin Tunc
COFACE Families Europe
L.I.N.K. Programme
Education Programme Coordinator

Goal of the workshop

In this workshop, **our focus is on family policies and how they can better reflect the diverse needs of families**. It will be an experience about identifying biases and barriers in current policies, generate ideas for inclusive policies, We'll explore various aspects of family policies, all with the aim of promoting equity, diversity, and inclusion in policy development through a collaborative, non-formal approach.

Our workshop today will involve exploring various real-world examples and hands-on activities. We're here to foster **open-minded discussions**, and we believe that **everyone's insights are valuable.**

Objectives of the workshop

Promoting Equity and Diversity

we'll delve into identifying any biases or barriers present in current policies. Our focus is on understanding where improvements can be made to better cater to the diverse needs of all families.

Generating Inclusive Policies

we'll embark on a journey of exploring new policy perspectives. This will be a creative, idea-sharing exercise where there are no wrong answers. We're looking to gain insights that can lead to more inclusive and responsive policies, ensuring they work well for everyone.

Exploring Potential Innovations

we'll thoughtfully examine the ideas. This isn't about finding solutions; it's about understanding the implications and considering how we can make things better by embracing diverse perspectives and collaborating openly.

The Methodology

We hope that by the end of our time together, you'll feel inspired to approach family policies in new, more inclusive ways. So, let' encourage each other to share our thoughts, and spread the spirit of collaboration. Your contributions are vital, and we can't wait to learn from one another.

Non-formal Education

We'll be using a non-formal approach that emphasizes open communication, creativity, and collaboration. We want to create a safe and supportive environment for everyone to share their experiences and ideas.

Design Thinking

Design thinking is an innovative problem-solving approach that centers around understanding the needs, experiences, and perspectives of people affected by a particular challenge.

Collective Brainstorming

It harnesses the diverse perspectives, knowledge, and creativity of a group, emphasizing collaboration and open dialogue. By pooling together, the collective wisdom of participants, it often leads to innovative and comprehensive insights,

Agenda

Introduction
15.00-15.10 Welcome
15.10-15.20 Ice-breaker activity (story of your name)
15.20-15.30 Introduction to the workshop

Phase 1: Empathise
15.30-16.00 Family case study, empaty mapping exercise

Phase 2: Define
16.00-16.30 Identify challenges/supports for these families, reflection boat exercise

16.30-17.00 Stretching break

Phase 3: Ideate
17.00-17.20 Generating potential ideas

Phase 4: Prototype
17.20-17.40 Discuss the ideas within the sectorial group (discussion all tables in the sector R, S, T).

Phase 5: Test
17.40-17.55 Share insights with other groups
Group facilitators reports the key takeaways from each sector to the plenary

Conclusion
17.55-18.00 Check out and concluding remarks

Setting the Workshop Mindset

It's important to approach this workshop with an open mind and a willingness to listen to and respect diverse perspectives. **We're all here to learn and explore new ideas, and that means being willing to challenge our own assumptions and biases.** By staying empathetic and curious, we can create a more productive and rewarding experience.
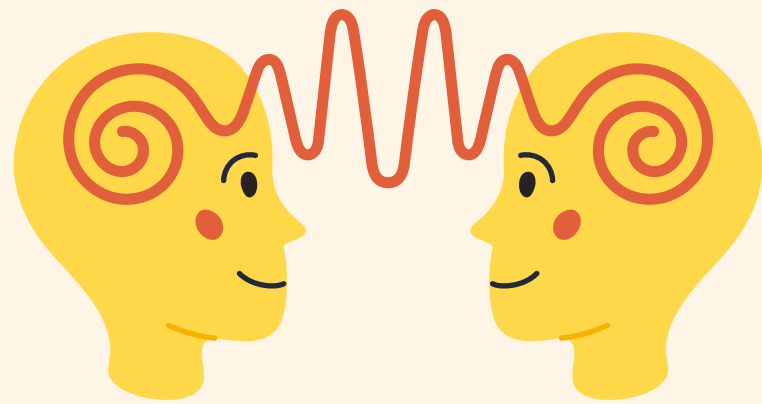
Open-mindedness

We'll be asking you to put yourself in someone else's shoes and also listen to other point of views to imagine new possibilities and solutions that may not have been considered before.

Creativity

We'll be prioritizing brainstorming and creative problem-solving, as we explore new and innovative ways of approaching family policies. There are no right or wrong answers, there may be even no answers and it is all fine! Also don't hesitate bringing yourself as a person, besides your professional roles.
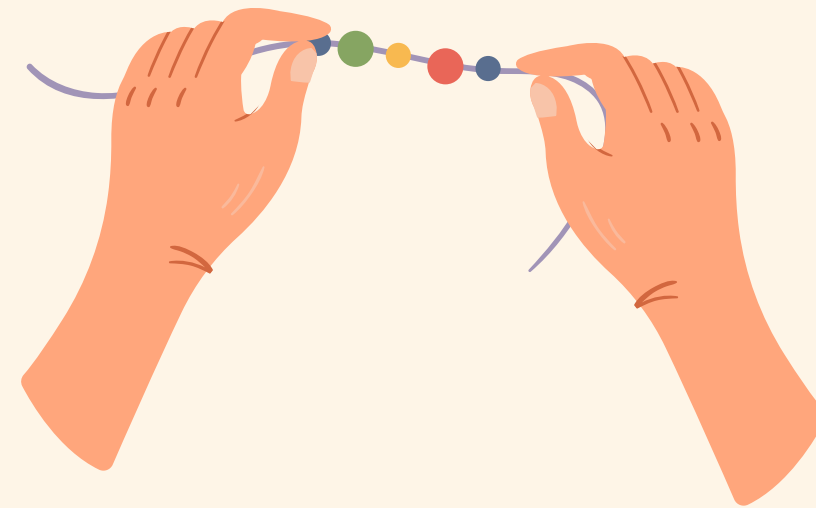
Process-Orientedness

We 'll be engaging deeply in the methods, techniques, and discussions without the pressure to immediately find a solution within our limited time frame. By concentrating on the process itself, we aim to encourage exploration.

Mindfulness

We'll be encouraging open dialogue and discussion, and emphasizing respectful and constructive feedback in our conversations. Be mindful about language differences. Every voice matters and equal right to be heard.

Workshop Roles

FINANCIAL RESOURCES
Elizabeth

SOCIAL SERVICES
Martino

TIME ARRANGEMENTS
Attila

Table 1
Martin

Table 3
Marta

Table 2
Holly

Table 4
Amaia

Table 5
Camille

Table 6
Beatrijs

Table 7
Samira

Table 8
Karolina

Table 9
Eirini

Story of My Name

What is your name and what is the story behind it?

Each participant at the table will take turns sharing the story of their full name.

Share details like who decided your name, whether anyone else in your family shares the same name, and if your name is common in your country, how you feel about your name and whether you like being called by it....

Share as much as you are comfortable with.

10 minutes

Design Thinking for Family Policies

We transition from the enlightening morning conference into a more interactive and hands-on exploration of family diversity through the concept of design thinking.

Understanding Design Thinking:

Design thinking is not just a methodology; it's a mindset that encourages us to approach challenges in innovative ways. It's a dynamic problem-solving approach that has found its way into various fields and industries. What's fascinating is that it's not limited to designers; it's for anyone willing to look beyond the surface.

Simplifying Complex Problems:

Imagine taking a complex puzzle and breaking it into smaller, more manageable pieces. Design thinking does just that. It simplifies complex problems by transforming them into challenges that can be understood, tackled, and conquered.

A Human-Centred Approach:

Design thinking is rooted in understanding the people we're working for. It's about starting from the perspective of the beneficiaries. By putting ourselves in the shoes of different families, we gain insights that drive innovation to improve the existing policies.

Harnessing Collective Intelligence:

In this process, each of us becomes a piece of the puzzle. Our individual experiences, perspectives, and ideas contribute to a collective intelligence that shapes our solutions. Collaboration is at the heart of design thinking, and everyone here today has something to bring to the table from their country and perspective.

Benefits of Applying Design Thinking for Family Policies

Applying Design Thinking Here:

Now, you might be wondering why we're introducing design thinking in this family policy context. The answer is simple: because it aligns with our COFACE mission. We're here to discuss diversity, family dynamics, and social challenges. Design thinking provides a powerful framework to delve into these areas and co-create ideas that have a lasting impact.

Greater diversity of perspectives and experiences

Increased creativity and innovation

More effective communication and collaboration

Improved policy outcomes that better meet the needs of all families

Collaboration

By working collaboratively and respectfully, we can generate new and innovative policy ideas that better serve everyone.

Innovation

Design thinking encourages us to think creatively and outside the box, leading to new and better policy solutions.

Empathy

By putting ourselves in someone else's shoes, we can better understand their experiences and needs, leading to policies that are more empathetic and responsive.

Benefits of Applying Design Thinking for Family Policies

The Importance of Time Pressure:

Throughout today's session, you might feel the buzz of time pressure. That's intentional. Design thinking often thrives under constraints. It forces us to think quickly, prioritize, and focus on what truly matters.

As we venture into this workshop, remember that it's not just about finding answers. It's about exploring, questioning, and embracing the unknown. Your unique insights will be the building blocks of our discussions, and together, we'll uncover new perspectives and approaches that could reshape our understanding of diversity and family dynamics.

Remember the Mindset of the Workshop:

Our approach today is grounded in the principles of design thinking. We're not just here to find solutions; we're here to foster collaboration, embrace diverse perspectives, and think beyond conventional boundaries. This is a space where every voice matters, and your unique insights will shape our collective journey.

# Design Thinking for Family Policies
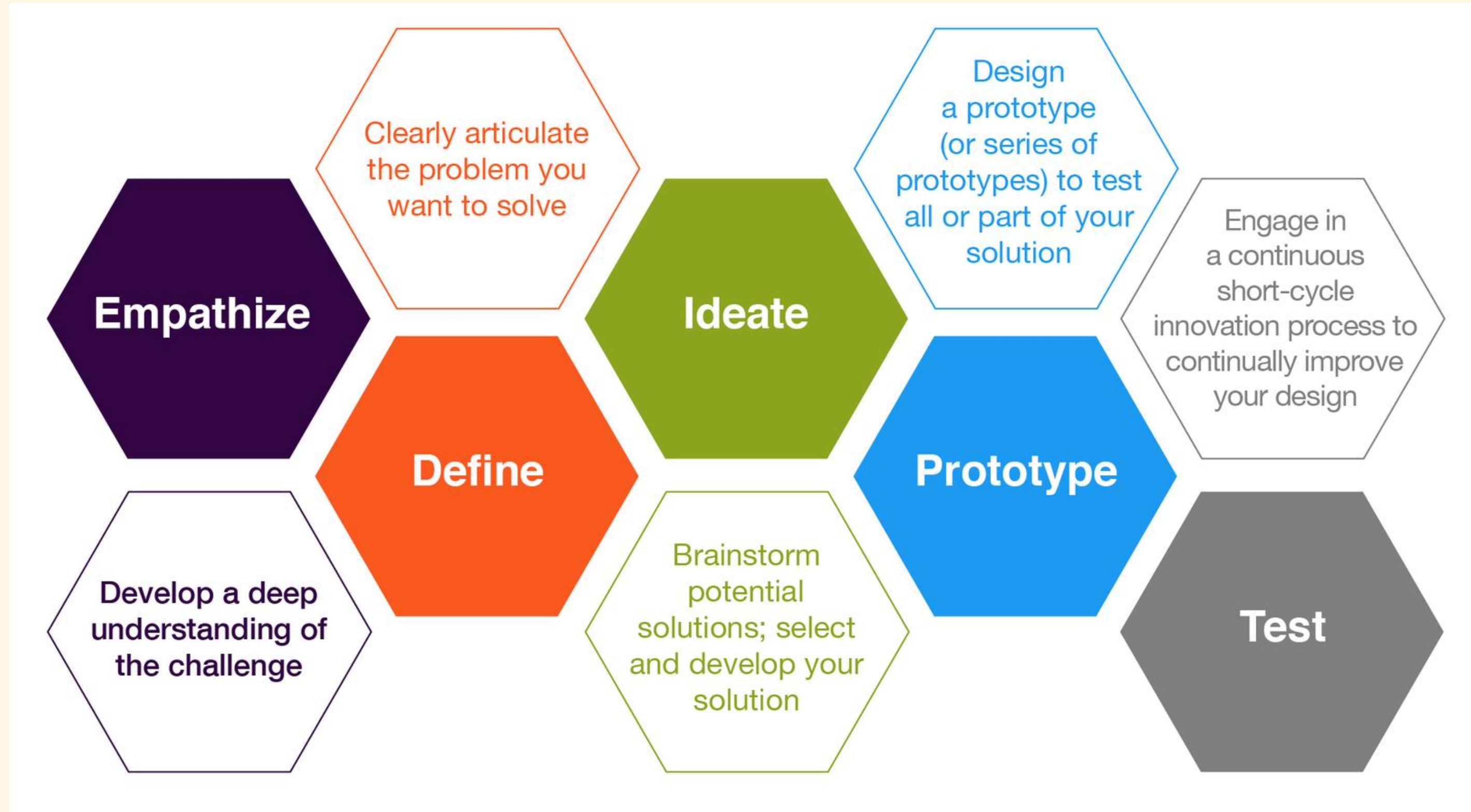
Empathy Mapping

In this part of the workshop, we will immerse ourselves in the world of the Sharma-Garcia Family to develop empathy and understanding for their experiences and perspectives.

Empathy mapping is a powerful tool that allows us to put ourselves in the shoes of family members (adults and children) and walk through their daily lives.

By considering what the family says, does, thinks, and feels, we can gain valuable insights into their challenges, aspirations, and emotional experiences.

This exercise will serve as a foundation for approaching them and problem-solving in the upcoming stages of the workshop.

5 minutes

Empathy Mapping
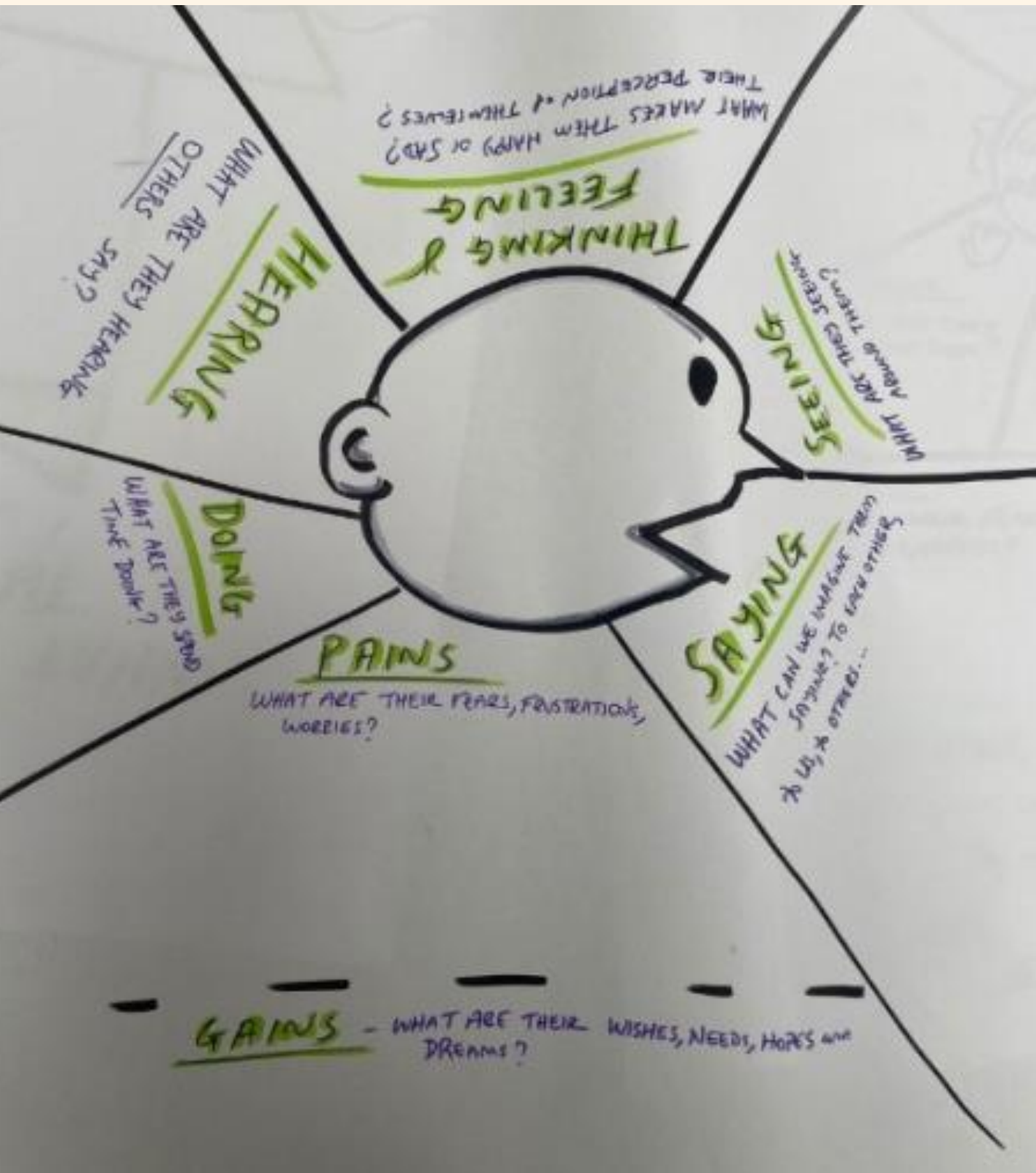
Hearing: What are they hearing OTHERS say?

Seeing: What are they seeing AROUND them?

Saying: What can we imagine them saying about themselves to others?

Doing: What are they spend time doing?

Thinking & Feeling: What makes them happy/sad/...? What are their perceptions about THEMSELVES?

Pains: What are their fears, frustrations, worries....
and Gains: What are their hopes, wishes, needs, wants...

each participant start from one aspect and fill it with keywords, short sentences. After the 3 minutes, everyone shifts to the right side. After completing shortly summarise the outcomes

25 minutes

Define- Understanding Access and Barriers to Social Rights and Services

| Reconciliation Pillar	Measure
RESOURCES ensuring decent living standards	- Labour related income: access to decent wages and tackling the gender pay gap - Fairer and more equitable tax systems - Removing implicit bias also from indirect taxation (e.g. VAT) - Income Support: benefits and allowances
SERVICES adequate provision of care services	- Affordable, accessible and quality childcare services for children below 3 years, and between 3 and mandatory school age - Affordable, accessible and quality community-based long-term care services based on person-centered support packages
TIME support for organising working time	- Adequate family leave schemes (maternity, paternity, parental and carers' leaves) - Flexible work arrangements (job sharing, telework, smart work)

The objective of the Define phase is to gain a comprehensive understanding of the challenges and opportunities the Sharma-Garcia Family encounters in accessing social rights and services, specifically related to Resources, Services, Time-Arrangements.

What do you understand from Resources/Services/Time: Brainstorm

5 min Brainstorming

Define- Understanding Access and Barriers to Social Rights and Services

WHAT SUPPORTS THEM?
WHAT WORKS WELL?

WHAT HOLDS THEM BACK?
WHAT DOES NOT WORK WELL?
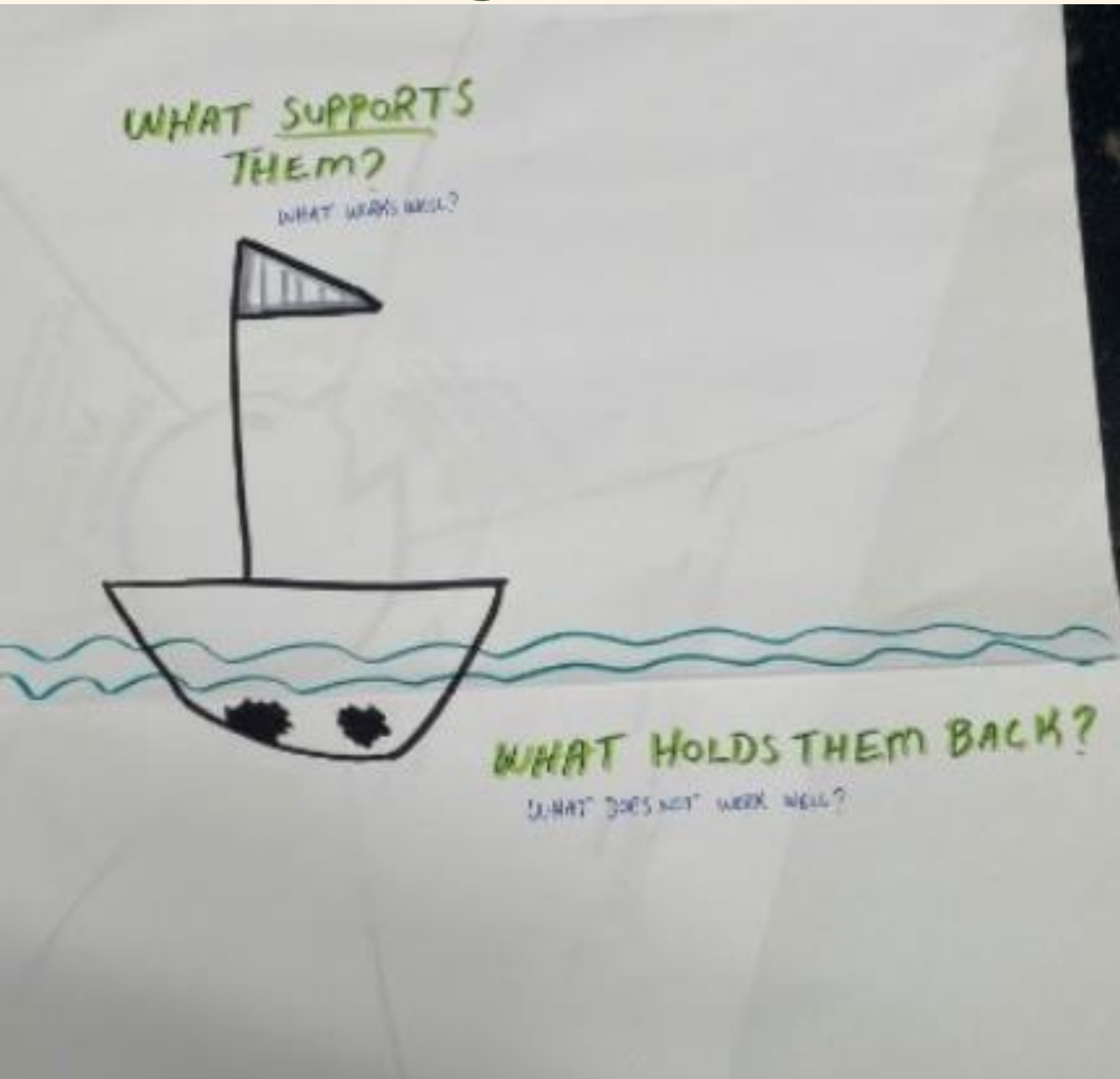
Reflection Boat:
Imagine Sharma-Garcia family moved to the country that you are working at. Based on the empathy mapping and brainstorming (R/S/T):

what would work for them?
what would not work for them?

To access to their social rights?

20 min cross-country exchange

BREAK

Gallery Walk:
During the break you can grab a drink and visit the outcomes of the other tables and other groups

20-30 minutes

Ideate- Generating Potential Ideas

The objective of the Ideate phase is to foster a collaborative and open environment where we can generate numerous approaches to the identified challenges. By encouraging free-thinking and building upon each other's ideas, the goal is to explore a variety of possibilities that can address the needs of the Sharma-Garcia Family effectively through the power of **"HOW MIGHT WE ?"** statement

Ideate- Generating Potential Ideas

This question opens the door for creative thinking without preconceived limitations.

The formulation process involves identifying the challenge, reframing it as an opportunity, and using inclusive language like "we" for collaborative brainstorming.

The "How Might We?" question is a powerful tool in the Design Thinking process that helps reframe problems into opportunities for creative solutions. It allows people to explore potential ideas without being limited by preconceived solutions.

Ideate- Generating Potential Ideas

Identify the Challenge: Start by clearly identifying the challenge or problem statement based on the insights and observations from the Empathize and Define phases.

Reframe as an Opportunity: Reframe the challenge as an opportunity for improvement or innovation. Use the phrase "How Might We" to open up possibilities and invite creative thinking.

Be Open and Inclusive: Use inclusive language like "we" to encourage collaborative problem-solving. This empowers people to collectively brainstorm solutions and fosters a sense of ownership.

HOW MIGHT WE _____.

E.g.:

Challenge that identified: In my country children like Sofia needs to be rich to benefit from ECEC services for kids with special needs.

How might we provide an affordable ECEC services for children with special needs?

3 minutes

Ideate- Generating Potential Ideas

Share personal and professional experiences related to the challenge and the proposed HMW question. Why does this question matter to you?

Generate ideas to the how might we question. Exchange good practices they may know or suggest to the question.

Discuss the feasibility and potential challenges of implementing these ideas in different countries or contexts.

Exchange suggestions for improvement and adaptations based on varying circumstances.

Share your experiences, challenges, and the applicability of the ideas in your respective countries or contexts.

HOW MIGHT WE _____.

5 minutes

Ideate- Generating Potential Ideas

Share personal and professional experiences related to the challenge and the proposed HMW question. Why does this question matter to you?

Generate ideas to the how might we question. Exchange good practices they may know or suggest to the question.

Discuss the feasibility and potential challenges of implementing these ideas in different countries or contexts.

Exchange suggestions for improvement and adaptations based on varying circumstances.

Share your experiences, challenges, and the applicability of the ideas in your respective countries or contexts.

HOW MIGHT WE _____.

10 minutes

Prototype- Discuss

Coming together with as a group with other tables (R/S/T).
As a group with the help of the group facilitators (Elizebeth/Martino/Attila):
Share interesting findings, patterns, or common challenges that emerged during your small group discussions.
Share any new insights, surprising observations, or valuable suggestions you have received during the cross-fertilization activity.
This collective reflection helps to synthesize the insights and identify potential action points.

10-15 minutes

Test- Share insights with other groups

It is time to HARVEST the insights and outcomes from the groups' discussions during the Ideate phase. In this plenary session, each policy group will present the solutions they generated for their "How Might We?" question. The session aims to gather diverse perspectives, share the outcomes of the other policy areas, and encourage collaboration and cross-learning.

The Testing phase emphasizes the importance of collective intelligence, as we will be able to reflect on the diversity of solutions and consider how different approaches can complement each other.

FINANCIAL RESOURCES

SOCIAL SERVICES

TIME ARRANGEMENTS
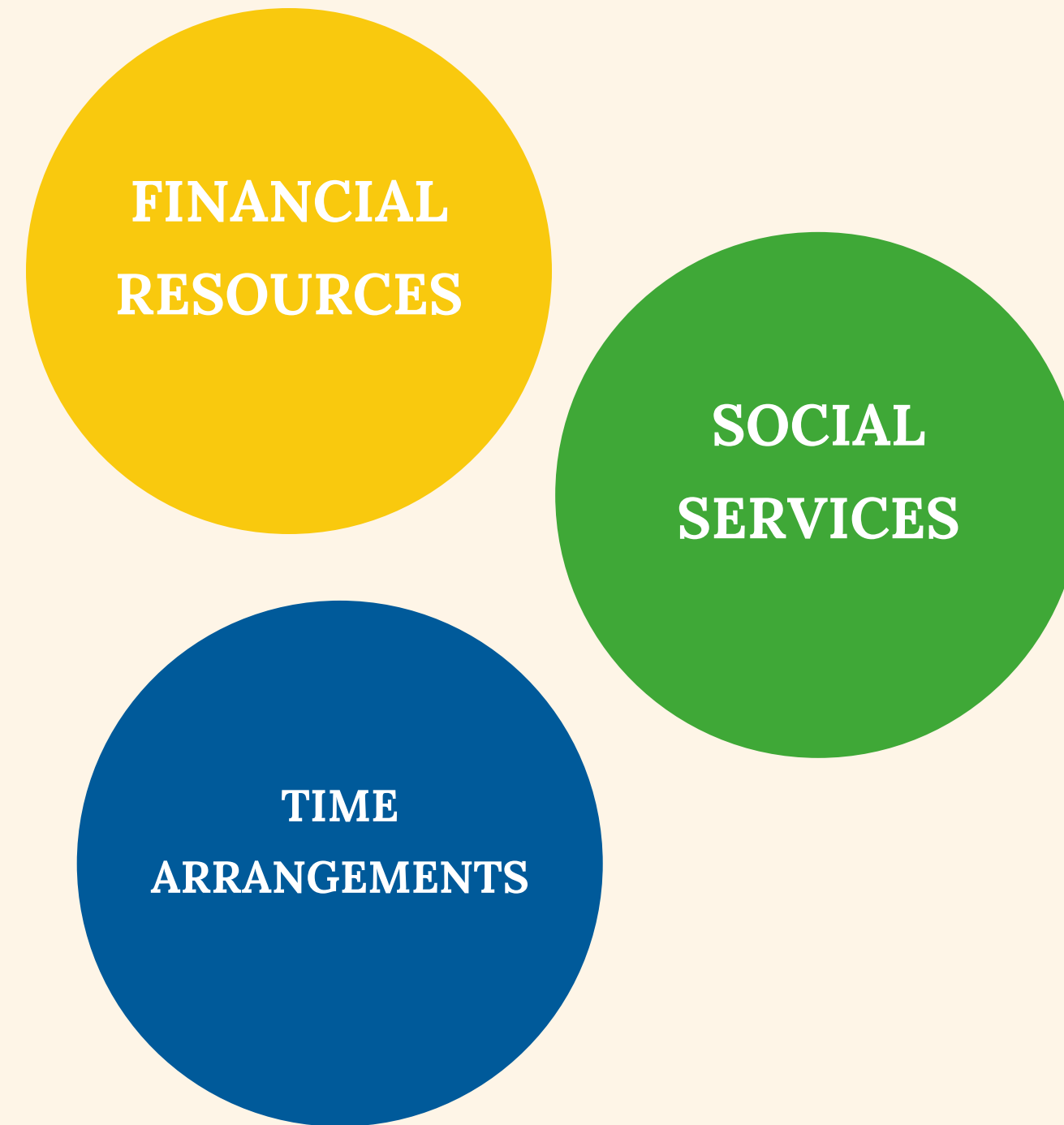
15 minutes

Family Diversity Workshop Conclusion

Leaving nobody behind: Making social rights available to all families

Beybin Elvin Tunc
Education Programme Coordinator
btunc@coface-eu.org