

Co-Production with Partners and People with Lived Experience

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Objectives

- Understand the importance of co-design
- Explain touchstones for collaboration
- Assess your place on the co-design continuum



Who Should We Co-Design and Co-Produce With?

Anyone that is **affected by the work** on a specific topic or area of focus and who has **expertise** to draw from, including:

- **People with lived experience**
- **Front-line staff and volunteers**
- **Partners/Others** working downstream, mid-stream and/or upstream of our effort
- **Experts in the topic or area of focus**



Why do We Co-Design and Co-Produce?

People with lived experience will have:

- Expertise that doesn't come from training or formal education.
- Knowledge from an experience with an issue or challenge.
- Direct experience with a system, process or issue, or trying to engage with a resource.
- Awareness of what works, what doesn't work, and what resources (formal or informal) are available in the community.



Touchstones for Collaboration

Touchstones are relational guidelines that allow a group to decide how they will relate to each other in shared work or community.

- Establish norms of behavior, ways of being present and ways of relating
- Create and maintain safety and well-being for each person and the group



Developing Touchstones

- Invite them to reflect and name what is important to them as they work together.
- Identify--together--the need for relational guidelines to support effective work and respectful relationships.
- Help people feel their own need for safe space so they can show up and contribute fully.
- Develop, adopt, or adapt norms of behavior that will guide the group's interactions.
- Make sure all voices that wish to be are heard.



Upholding Touchstones

- Distribute and post your group's touchstones--make sure everyone has them.
- Read touchstones at the beginning of meetings
- Invite people to share a one that has been alive, meaningful, or challenging for them.
- Call on specific touchstones when the group is struggling with an issue or even when you are managing one well



Touchstones for Collaboration

Examples from 100 Million Healthier Lives:

- Be willing to have meaningful conflict to create unprecedented goals and solutions.
- Make the way we work together an example of what's possible.
- Accept that we will sometimes fail, but we will learn together and move forward
- Balance our yearning for change with patience for the process of change and growth.



Redesigning the Residential Care System for Children and Young People (Victoria, Australia)

CREATING a safe space ♥


NO NEGATIVITY
TOWARDS OTHERS


NO JUDGEMENT


NO DISCRIMINATION
or 'ISMs'

LEAVE your ROLE
at the DOOR



HONESTY &
OPENNESS


mindful
of OTHERS'
EXPERIENCES



~~NO ACRONYMS~~

NO WRONG
QUESTIONS



ALLOW TIME
WHERE NEEDED

NO PRESSURE
or EXPECTATIONS

♥ RESPECT ♥


SUPPORT
EACH OTHER

WE'RE ALL
EQUAL



→ 
listen



ASSUME
POSITIVE
INTENT

5 Things to Remember about Engaging People with Lived Experience

(Lessons from IHI's SCALE Initiative)



1. Build change with trust and relationships.

- It starts with open and honest conversation
- Lay out expectations and hopes
- Trust and relationships are the foundation of the work



2. Integration is a co-designed process: one size does not fit all.

After recruiting a community resident with lived experience, sit down and have a conversation with them about what they bring to the work, what they can do, and what they feel ready to learn.

- **Discuss support**
- **Model the approach**
- **Learn together and Improve Together**



3. Always ask. Assume nothing.

Below are **some questions essential to collaboration.**

- Who is most affected by this challenge? Whose life will most be impacted by our work?
- Which voices are not being heard?
- What do people have, need, or are ready to grow into?
- How can “traditional leaders’ step back and provide support so that people with lived experience can lead the effort?



4. Collaborate fully, humbly, and joyfully.

- Start by learning from the community
- Ensure the work being done fits with the needs and priorities of the community, coalition, and those with lived experience.
- Approaching the community as a resource
- Recognize and respect what community residents with lived experience bring to the table and celebrate that



5. Prepare for, nourish, and celebrate growth.

- Make it possible for people with varying levels of capacity and skills to work with you.
- Offer opportunities to engage at all levels of the work
- Create opportunities for people to learn and grow as individuals and as leaders
- Anticipate changes throughout the process





Doing With

Community co-leads, co-designs, co-evaluates, and co-implements the needed change

Doing For

Community is informed, consulted, key leaders in advisory role

Doing To

Community is informed, inquiry/needs assessment



Logistics for Working with PLE

Design how they'll interact; don't expect them to make themselves comfortable

Consider their areas of expertise—what they're excited to talk about

Find out what types of interactions make them confident and excited

Pay them for their time like any consultant

If you have a PLE in an “honorary” position, look for ways to evolve their role



Logistics for Working with Organizational Partners

Get curious about your partners' priorities; which ones overlap with this project?

Assemble a mix of managers and frontline staff

Be careful about getting too many bodies in a room/on a call!

If less than 75% of meeting attendees speak, you may have too many people!

Spend extra time clarifying what you're trying to accomplish—and put it in writing

Place your aim statement at the top of meeting agendas

Check in with organization execs/sponsors: What's working, what could be better?





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