

GREENEST CITY SCHOLARS PROGRAM
UBC Sustainability Scholars Program, Summer 2018

Research project title

Developing the Solutions Lab - Community of Practice + Qualitative Research + Workshop Delivery

Research supports the following policies -

- Greenest City Action Plan
Specific goal area (s):
- Healthy City Strategy
Specific goal area (s): 19 – Develop a Staff Hub Solutions Lab
- Renewable City Action Plan
- Green Operations
- Other: Engaged City, 100 Resilient Cities, Reconciliation, Housing

Scope of project

The Solutions Lab (SLab) is seeking breakthrough, transformative solutions to some of the city's most complex problems. It's a place where City staff, community members, and stakeholders collaborate to deeply understand complex challenges from the points of view of the people most affected by them, and where we rapidly prototype and test innovative responses to see what we can learn through co-creation and some risk taking. It's an exciting place where we dialogue and listen deeply, try new processes and collaboration tools, and learn and have fun together.

From January 2017 – March 2018 the lab has been in its prototype 1.0 phase. Four creative questions were worked on by CoV and community members in lab teams, where they used Theory U and human centred design processes to understand and map the complex adaptive system that their creative question is embedded in, developed creative responses, and prototyped some of these responses to see what could be learned and scaled.

Beginning in February/March 2018 prototype 2.0 of the lab is being developed, iterating on what's been learned in the first phase. A new set of complex, high priority, and important challenges are being recruited and Slab 2.0 will support these initiatives and others by using new process design, facilitation, and prototyping methodologies. It is also expected that SLab 2.0 will include a focus on developing a community of practice to build the capacities and experiences of City staff and potentially community partners in designing and facilitating social innovation processes.

The scholar will focus on creating a more robust developmental evaluation framework and process building on the 2017 scholars' work and recommendations. They will also study the potential for creating a community of practice for social innovation and lab work at the CoV as a way to extend the potential impact of lab processes more broadly and deeply across the organisation. The scholar will use participatory action research, qualitative interviewing, and developmental evaluation methods, meaning that the cycle of action and reflection will be underway throughout their project, and the results of their work will be actionable as we go.

Deliverables

- Support the active research, problem-solving, process design, prototyping, and delivery of lab processes for ~6 different complex challenges;
- Use developmental evaluation and qualitative interview-based research methods to interview and survey lab participants to understand their experience, learning and reflection; code, analyse, and use this information to further develop lab processes, approaches, and methods;

Submit applications here: <http://bit.ly/2DC2jpP>

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- Use the results of the developmental evaluation work to recommend systemic additions and changes to the first framework developed by the 2017 scholar;
- Research potential Community of Practice forms, purpose, and outcomes to develop and test a first prototype of a CoV social innovation community of practice and write a short report summarising learning, prototype results, and recommended next steps;
- Prepare and deliver a final presentation or workshop for the SLab Steering Committee to share results and learning from the work; and
- Write a public facing final report for the UBC Sustainability Scholars online project library.

Time Commitment

- This project will take 250 hours to complete.
- This project must be completed between April 27 – August 10, 2018
- The scholar is to complete hours between 8 am – 6 pm, Monday – Friday (flexible), approximately 15 hours per week.

Work location: Woodwards Building, 111 West Hastings Street

Skill set/background required/preferred

- Excellent research, writing, and verbal communication skills.
- Demonstrated interest and experience in social innovation, systems change, and/or service design.
- Experience conducting interactive, engaging and creative workshops and events, including facilitation and hosting skills.
- Community engagement experience
- Ability to work independently
- Demonstrated time management skills
- Project management and organizational skills
- Design skills are an asset
- Familiarity with qualitative research methodologies and implementation, specifically participatory action research, interview methods, and developmental evaluation are an asset
- Other: Excited by a dynamic, learning-while-doing approach
- Other: Brings a spirit of curiosity, adaptability, problem-solving, and joy
- Other: Experience in adult education, transformative learning, leadership development, and/or creating and convening communities of practice are an asset

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