

Day 3 Feb 4th 2021 LP morning session

[Holding it open: Building capacity for self-determined collaborative service design](#) by Shana Agid, Kerry MacNeil, Gabrielle Bendiner-Viani, Ayesha Hoda, John Kefalas, Dilenia Santos, Randy Martinez

[Dignity as a principle of service design: a study of four perspectives on dignity and their applications to pedagogy](#) by Miso Kim

Comments and Questions from attendees:

Kelly McKercher: What a beautiful, clear presentation. Thank you

Stephanie Camarena: Excellent presentation. Thank you

Monica Regalado: Awesome presentation, Miso! Thank you

Rachel Bucknall: Touching and informative, thank you!

Sarah Fathallah: Question to Miso - Have you considered if focusing on dignity as it transpires in individual actions and behaviors fails to consider how structural conditions (in the examples you mentioned: police brutality, Islamophobia, xenophobia, ableism, etc.) shape and constrain people's interactions with the services they're using? I'm concerned that this framing might render what is deeply informed by social, economic, and environmental systems as merely a technical or usability issue.

Kelly McKercher: I love this point Miso, and am so critical of where we assume techniques like lean should be applied to sectors such as healthcare where we are arguably trying to re-humanise, not further de-humanise

Sarah Fathallah: A different way to ask that question: does for instance providing a map to foreigners going through CBP reify the xenophobic system that is immigration control by placing the burden on the individuals to "navigate" those systems.

Rachel Bucknall: I wondered this too Sarah

Ash (he-him-his), on Gadigal Lands : Question for Shana and team re: Holding it open, could you please expand on the project team's practices in keeping accountable to themselves and the people they were working with in terms of ownership of what got created?

Antonio: For Holding it Open paper: How did you balance giving the communities involved in your workshops autonomy while also recognizing your role as convenors of the initiative?

Kelly McKercher: I'm thinking that too Sarah - and how when every tool is more/different/better services we miss the opportunity to work in systems

Yoko Akama on Kulin Nation land: Such a great presentation and discussion! The paradox that strikes me here is how 'dignity' or 'autonomy', just like power cannot be given. I don't think they can be provided by a process or designers...

V (she/her) on Ngannawal, Ngambri country: hear hear Yoko

Sarah Fathallah: Yoko that actually really helps me square this tension much better — thank you!

Stephanie Camarena: Question for Shana: How do you reconcile keeping things open and closing things at "the end" of a project, product, service"? Are you looking doing design on an ongoing basis?

Bea Luna: Hi Miso. Thank you so much for the clear and insightful presentation. I got the impression that integrating dignity as a principle of design is a "two-way" street: tools can help the user to navigate a service environment, but the tools that empower them need to be recognized and honored by those delivering the service as well. In these projects, have you encountered friction with adopting the tools the students created, particularly from the side of those delivering the service (whether the staff or airport management)? How did you deal with that?

Antonio: Yes I agree, I see them as aspects that emerge depending on the conditions that sustain them.

Kate S: That's such a great insight, surrender and letting go to allow the work to be made - :)

Kim Shore: I have definitely experienced that moment of alarm in long airport check-ins when plane is about to leave! When customers have no option but to go through an airport, a monopoly infrastructure has so much power. And so the question is how we influence decision makers and managers in that organisation, who rarely compete for customers, to steward a culture or service of dignity for customers. Can a single project generate this, or is it more organisational leadership/strategy/design question...

Shana Agid : Y'all this went so fast! Thank you for all these fantastic questions. We're happy to talk over email or in other spots during the conference. I'm saving the chat so I can reflect on this, so will be ready to answer! agids@newschool.edu

Sarah Heffernan: Thank you!!!

Yoko Akama on Kulin Nation land : Thanks all!

Kate S: Thanks

sandro // serio: thank you

Farhana Ismail: thank you!

Erin Tan: Thank you! Absolutely rich!

Tiffany Reasbeck: Thank you!

Antonio: Thank you!

Lara Penin: Thank you Shana and Miso

Gabrielle Bendiner-Viani: Echoing Shana - thank you all, such a great group and comments!

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“Thank you very much” (surname in ServDes.2020, 2021).

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