

Day 3 Feb 4<sup>th</sup> 2021 LP afternoon session

[Unpacking the nature of social structures as the materials of service design](#) by [@Josina Vink](#) and [@Kaisa Koskela-Huotari](#)

[Designing to facilitate and enrich human relationships for complex societal challenges](#) by [@Mieke van der Bijl-Brouwer](#)

[Patterns of disruption: Diagnosing response mechanisms in actor networks](#) by [@Vanessa Rodrigues](#) [@Stefan Holmlid](#) and Johan Blomkvist

### Comments and Questions from attendees:

[@Nicola Moreli](#): Thank you Josina and Kaisa. Nice presentation. Did you also try to discuss the tensions between the different social structure and the different actors? If so, how was this framework used?

[@Stephanie](#): Ties in really well with leverage points. Do you see the tool used as part of sustainable transitions?

Josina Vink: Thanks everyone. I am still left grappling with the logics that methods carry from the culture/logics panel yesterday and wondering about the logics of the iceberg.

Sarah Teasley (host): [@Josina](#): I was thinking about that, too.

Kimberley on Gadigal Land: Josina & Kaisa – Have you observed any impacts of the location in which the workshop takes place on people's ability to identify previously invisible social structures? For example, if it's a formal space, or a space they are familiar with, or a place in which the service actually takes place

[@rbucknall](#): As a commercial designer, I love how attending talks like Mieke's makes me more aware of the articulated theories describing what I'm often exploring unconsciously

Mieke van der Bijl-Brouwer: Nice to hear Rachel, thanks!

Rachel Bucknall: It's super helpful to be able to access the frameworks and visualisations of others to make what I'm doing tangible for the people I'm working with 😊

Stefan Holmlid: I like the clear connection to systems theory!

Josina Vink: Lovely, Mieke! I love the tension between influencing and letting go control. I would so want to hear how you find the right balance. I always struggle with that.

Mieke van der Bijl-Brouwer to Everyone : [@josina](#), I was just writing that down as a possible topic to discuss, also in relation to tool versus expertise, standard versus adaptability etc.

[@heico\\_bacp](#): Fantastic work! I am wondering how you can apply this to the theory of the firm something that Buchanan has looked at. Kees Dorst and Sam Bucolo as well

Stefan Holmlid: On the methodology aspect of the iceberg; how would you compare your method to methodology of Interactive Research Approach, Design Science Research Methodology, Embodied Research Methods, and other qualitative methods/methodologies/approaches?

nina amini: Josina - have you had any challenges in getting leadership agreement to disrupt some problematic structures that you may identify through your method?

Josina Vink: Vanessa, I love this diagnosis of responses to disruptions. I would be interested to hear how you think service organisations can better understand their own disruptions and make their service systems more resilient.

[@Kentaro Watanabe](#): Thank you, Vanessa. Your work seems relevant to the study on service failure recovery and risk management. How is your research positioned in relation to them?

[@emblom](#): Josina & Kaisa, I'm so impressed by the extent to which you prototyped this tool, and curious about which countries you tested it in. Is this model of social structures culturally specific or pretty universal?

Stephanie Camarena: @Josina @ Mieke, there might be something to say about Sharmer's Presencing and the ability to sense the times for silence and let go

Mieke van der Bijl-Brouwer: [@Stephanie](#), good suggestion. Although I wonder if presencing not also requires a certain openness to engage in it from organisations you're working with.

Kimberley on Gadigal Land : [@Mieke van der Bijl-Brouwer](#) – to your point about expertise. I wonder if there might be different principles for encouraging relationally in already existing communities of practice vs groups of strangers

[@Mieke van der Bijl-Brouwer](#): @kimberley, yes totally. I think it is a completely different playing field.

[@Stefan Holmlid](#): So, I should understand it as hermeneutic?

[@sueizmir](#): It would be great to continue the conversations in the SDM slack channel to answer the remaining questions. Thank you all again for the excellent presentations and the thoughtful discussion.

Sarah Teasley (host): Thanks everyone such strong papers and a thought-provoking discussion. I'll download the chat so that Yoko can upload it to Slack.

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

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