

Recruiting Design Partners

Design partners are critical to leading an inclusive design project that has staying power. Below are some guidelines to help new partners to your activities understand the vital role they play in the design process.

RECRUITMENT SCRIPT

Below is an example of a script you might use and adapt when finding people to partner with on a design project. Make it your own! And be sure to follow-up with reminders as the day approaches.

In our efforts to make services better here, we are talking to people about [briefly describe project in a general way]...We would love to learn about your experience and opinions by having [person, role] [describe what the activity would entail]...It would take [X minutes, hours] of time, and we hope to do it in this timeframe [date range]. We would cover your [food, transit, gift card]. Would you be interested in sharing your perspective?

If interested: Thank you for sharing your experience! [Person] will be your point of contact and follow up with logistics.

If not interested: Thank you for your time. If you change your mind, you can contact [name, phone, email]

FAQs FOR DESIGN PARTNERS

Share a list of FAQs like below with someone who is new to partnering on design projects and may not know what to expect.

What is a "design partner"?

A 'design partner' is someone who volunteers to work alongside the Catalyst team to share ideas, experience, stories about what works well and what could work better for people receiving services. You represent the voice and perspective of clients in situations where the perspective of staff, administrators, and others come together to make changes in service delivery.

What does a design partner do?

Design partners participate in conversations and activities with organization staff and administrators to define and document what is important and valuable to clients and other stakeholders related to their care experience.

What qualities does a design partner possess?

- Shares opinions and ideas freely in productive ways
- Listens well
- Sees beyond his/her own personal experiences to empathize with others
- Respects diversity and seeks out the opinions of others
- Likes to help make changes

What contributions does a design partner make?

- Attend and participate in [team meetings/discussions/ brainstorm activities] by bringing your perspective, ideas and opinions to the team.
- Option to self-journal to keep track of ideas and thoughts in between meetings with the team.
- One-on-one telephone conversations to share your opinions and ideas related questions about your services so you do not always have to be in-person with the team to contribute.