Topic - What your project is about

- Mostly internet/library research -> people, papers, articles, trends, debates, examples, successes, failures
- Find examples to learn from and be inspired (Analogous Examples)
- Use visual references and post on board. Highlight key points on sticky notes
- Goal: current understanding of topic, current principles, models, state of the art examples, reference

People/ Orgs

- Understanding collective / group experiences
- How are things supposed to work? How are they done? Where does it break down?
- Understanding people's experience
- Open ended questions: the activity you want to observe, score -------- self-interviewing
- Use video or/and audio
- Don't ask people what they think

Process, Policies, Rules and Practices

- Money & time
- Technology
- Environment
- People/ Orgs

Catalyst Training: Session 1       |       2020      |     Center for Care Innovations