Co-design tools act as scaffolds. While the toolsets and methods can be similar, exactly how they are applied and framed varies in each context. This framework provides teams with a collaborative tool to assist with planning and design, rather than a recipe to follow.

Starting with Who, Why & What (Framing and Planning) helps guide good thinking about the How (Designing). Teams can iterate through the questions, refining both the objectives and the workshop activities as they go.
The relationship participants have with the topic shapes how the workshop is framed and influences the tools and activities that are used. Use the questions below to help think about how we might frame the workshop and topic so it is meaningful, relevant and accessible to participants.

<table>
<thead>
<tr>
<th>FRAMING</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How are participants connected to the topic?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Is the topic potentially sensitive or private?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Do people engage with the topic most directly in their professional or personal lives?</strong></td>
<td></td>
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<tr>
<td><strong>Do people have the capacity and ability to participate (time, mobility, geography)?</strong></td>
<td></td>
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<tr>
<td><strong>Do people need any support to participate (e.g. special access, carer, or translator)?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>What are participants’ level of interest or awareness?</strong></td>
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</tbody>
</table>

People’s awareness and interest in the topic directly shape their ability to work with it. If people have low awareness, activities need to build people’s understanding of the issue. If people have low interest, activities need to find points of relevance.

Use the axes below to show the levels of awareness and interest typical of participants.
To design a great workshop we first need to define what it is we are trying to achieve, what the workshop aims to enable, and with whom. Use the template below as a guide to asking key questions. Start by identifying the workshop’s objectives with all stakeholders, and move on through the different topics prior to designing the workshop itself.

The workshop structure and choice of workshop activities and methods are informed by the above Planning questions.
A co-design workshop balances what we want to gain against what participants need and what they might want to achieve. Co-design workshops build participant energy, engagement and results over a session and/or between sessions. Workshop process and activities must enable diverse participants to explore the topic, generate ideas and contribute fully. Use the structure below to think about building the overall process as well as the specific activities that support it.

**Sensitising**

Sensitising activities help participants gain awareness of a topic and their related experiences. They are often carried out in context and prior to the workshop, and may include reviewing introductory material.

**Introduction**

An introductory activity, such as an icebreaker, builds rapport. It’s important to hear from each participant, set expectations and generate group agreements. These activities can also help reveal agendas or perspectives relevant to the day.

**Immersion**

Immersion activities create a shared understanding and platform for the rest of the day. Activities may explore the topic, build shared views, and generate material for use later in the day.

**Generation**

Generative activities create new ideas, explore them and build new concepts. Activities can involve critique of existing ideas to evolve and synthesise new ones, and they may make use of materials developed earlier in the workshop.

**Reflection**

Reflecting is important for validating and finalising the results of the workshop and then looking a step or two ahead. This gives participants a sense of progress and makes the organisation accountable for results.

**Examples:**

- Sensitising: diaries, activity logs, collage, maps, letters, cultural probes.
- Introduction: simple icebreaker exercises and games.
- Immersion: word games, collages, future casting, personas.
- Generation: scenarios, 3D models, prototypes.
- Reflection: prioritisation, high level road map or strategy, planning future activity.

**METHODS**

The shape of a co-design workshop and the methods used both create scaffolds for participants to build on. Methods are visual, tangible, playful and open-ended - providing direction without directing the outcome. There are many methods and techniques that can be applied and adapted as tools for supporting co-design.