

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Design thinking flipcharts

Story: SCIRT and Red Cross Collaboration

Theme: People and Culture

A document containing the flipcharts from the SCIRT and the New Zealand Red Cross design thinking workshop.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz




This work is licensed under a [Creative Commons Attribution 3.0 New Zealand License](#).

The authors, and Stronger Christchurch Infrastructure Rebuild Team (SCIRT) have taken all reasonable care to ensure the accuracy of the information supplied in this legacy document. However, neither the authors nor SCIRT, warrant that the information contained in this legacy document will be complete or free of errors or inaccuracies. By using this legacy document you accept all liability arising from your use of it. Neither the authors nor SCIRT, will be liable for any loss or damage suffered by any person arising from the use of this legacy document, however caused.

OUR GOAL

To enhance service delivery
and community resilience
in greater Christchurch
earthquake recovery projects
through collaboration
& innovation

Residents own
mini projects
eg plant your
barn,
check your
neighbour


The prototyping
tent

Being there
fast when
we can't
be there

Quick
start
response
kit

PROJECT FOCUS

Humanheers

✓

Project
Datasync

✓

GARETH

*

MIKE

MASON

Peter

Anna (T&C)

Abi

*

Haidee

Elizabeth

Jolie

Helan

☺

ROLLY

Ask
an
unexpected
EXPERT ✓

Sharing

~~Don~~
South ✓
Share

Haidee

*
FRITHA

Dianne
Anna (T&C)

HAIDEE

Michael *

Craig D.
Abi

Shupauji

collaboration

BOTH SCIRT + NZRC IN THE COMMUNITY

...

faster...

THERE ARE PROJECTS AS AN OUTCOME.

HUMANBERS + TALK TO MORE RED CROSS PEOPLE.

I LIKE WISH I WILL

like energy + passion of participants

I like engineers

I HAD WORN SHORTS! WE HAD MORE TIME.

We could have more time to flesh ideas out

WE HAD MORE TIME

I will not say 'no' I will say yes, and.

LOOK FWD TO TESTING PROTOTYPES

Give handover notes to project team to help share stories

HOW WE WORKED TOGETHER

I wish we could create like this all the time

The connections built today

magic that comes from non-traditional combinations of skills.

there was a follow up workshop to check progress

this was the standard approach to projects / our work

Start things happening for Southshore - Fritha

pick brains of SCIRT social recovery convert re ways to connect to those from built sector

The opportunity to think differently.

I Like Dopey ideas.

We had more time or all the great ideas

tangible benefits for the people of CATCH through collaboration NZRC were involved.

I will Enjoy being an Unexpected Expert

Have fun trying the idea out!

enjoy working on prototype project

the team spirit

I LIKE the venue + format (not too much sitting!)

I wish prototyping had been less confusing.

WISH had more time on action plan

wish follow up on ideas

I WILL - Abi tell my team about today

Do my best to help with this project (commit)

The goal

I LIKE THAT NEW GROUP OF TEAM HAS BEEN ARE ACTION PLAN LONG ADAPT IN 4 HRS

collaborating & working together across teams

We could start again + collaborate from the beginning

could have about the TECHNICAL GARLIC. V. useful @ work

We would come together and spend more time on projects

I will have a discussion with Haidee + Fritha re Southshore

will work harder Allison

Find ways of involving young people

HELP'S HUMANBER TEAM TO SOME SUCCESSFUL RESULTS

That we have some outcomes

Prototyping 😊

I like the sharing of ideas for future innovation

Got together more often.

I wish we had more time today

Commit to shaping the Humanbers Project.

Help develop Humanbering Training

Creating positive value in our community by our collaboration

SHARE IN... WITH COMMUNITY IN A WAY TO UNDERSTAND

social 'soft' + 'hard' together
- thinking
- conversations
- collaboration

Find a common goal that will leave a legacy in Chk once we wrap up.

positive legacy that lasts after both teams have completed their work

A good concrete project with SCIRT/NERC in the community
To see a "win" for SCIRT that NERC could help achieve i.e. Pumping station

CLARITY + UNDERSTANDING

Better thinking!

Help to leave a legacy

get outcomes faster....

change how construction thinks.

Network & Collaboration

LEARN MORE ABOUT NERC TO IMPROVE BOTH SCIRT + NERC IN THE COMMUNITY.

Discover a new approach to a recovery programme and deliver better results for people.

Every my experience has positive forward thinking ideas

A feeling of awesome & possibility between SCIRT

THERE ARE PROJECTS AS AN OUTCOME.

HUMANISERS + TALK TO MORE TWO CROSS PEOPLE.

Young people and their involvement in both crgs

I LIKE WISH I WILL

I like engineers

like energy + passion of participants

WE HAD MORE TIME.

WE HAD MORE TIME

I will not say 'no' I will say 'yes, and.'

WE HAD MORE TIME

Give handover notes to project team to help share stories

pick brains of SCIRT social recovery convert re hope to connect to those from last sector

Start things happening for Southwark Fritha

enjoy working on prototype project

Have fun trying the idea out!

Do my best to help with this project (community)

I will tell my team about today

Find ways of involving young people

Help develop manufacturing training

Commit to sharing the humanisers project

I wish we had more time today

list together more often.

I like the sharing of ideas for future collaboration in a practical way

LAMP

THE GOAL

collaborating & working together across teams

we could start again + collaborate from the beginning

we would come together and spend more time on projects

could have taken the technique earlier, y. usua @ work

we could have made time to push ideas out

the standard approach to projects/our work

there was a follow up workshop to check progress

magic that comes from non-traditional combinations of skills.

The cameras built today

The opportunity to think differently.

I like....

We had excitement at all the great ideas

tangible benefits for the people of Chk through education - action NERC were involved.

I wish....

prototyping had been less confusing.

wish pulled up on ideas

the team spirit

I LIKE the venue + format (not too much sitting!)

the team spirit

I WOULD LOVE A NEW GROUP OF TEAM WHO WOULD ASK FOR PLAN WHO ADAPT TO THEM

Prototyping

that we have some outcomes

DESIGN THINKING ACTION PLAN



THE WALL OF OPPORTUNITIES...

affirm the
use
experiences of
on site staff

Young people's
worlds exploring
Asset
mapping

Change
mindset
so no
barriers to
info sharing

communication
network

to use this
opportunity
to support the
Youth of the
city with a
Partnership Re-
sult

Continued
Contact
with
public

Outreach
Volunteers
help interact
with public
on work site

✓

✓

✓✓✓
✓✓

✓✓✓

Outreach
Volunteers
help interact
with public
on work site

✓✓✓

Have a
collaborative
Red Cross /
Infrastructure
Rebuild team
work together

✓✓✓✓✓✓✓✓

from day
one in a
future
natural
disaster.

BRIDGE
THE
GAP

✓✓✓



Giving the
community
control
over their
physical environment

✓✓

SCRT, RC
+ residents
co-own
project

✓

✓

SCIRT/RC
liaison in
regard to
infrastructure
work

✓

Empowering
Residents
Can we get them
involved? to
help?

✓

Work
in the
third
way

Engineers
can lead
psycho-
social
recovery

✓

Abandon
hierarchy

BRING THOSE
PARTS TOGETHER

Invite
SCIRT to
become
NZRC
Members

+ attend
physical
workshop

TRAIN
DEVELOP
POST Disaster
social asset
Priority I.D
for Red cross

✓
✓
✓

divergent
thinking

✓

divergent
thinking

Redcross person
attached to
each large
project to
work by
community
meetings etc

social sec:
pick brains of
a 'convert' in
SECRET room
to get people in
room, long, away

map
where
things
are

demytify
through
legacy learnings

✓
✓

✓

✓
✓
✓

✓

✓
✓
✓
✓
✓
✓

✓
✓

✓

THINK

think broader
through
interactions with
 ppl.

Separation

Construct
needs to
 Δ how it
thinks

bring together
on practical
issue.

Confusion
- Incredulity

Repose
with
community

Workers
part of
something
bigger

temporary X
 \downarrow
home.

it
did not
sit well

they think
faster
- < interrupts
easier
- < complex

didn't sell
right message
from the start

Pre-qualify
isolated
from people
- Paradigm
shift

take away
barriers =
less fighting

sub-contractors
are on the
frontline, but
outcomes aren't
measurable

daily owner on
site removed
barriers - not
just about fixing
bridge

Downgrading
to counteract
public
exclusion

the ones on
the frontline
are the ones
who matter -
who do the doing
of the work

different
- interactions
w/ people
on the street

Change
how
construction
thinks

"get the job
done, move
on" X

observations that
it's just to get
the job done.

big in retail/
cust service -
sell what you'd
sell so they'd come
back.

Surprises
Contradictions
Tensions

Surprising
env't that
customer
service not
impt.

how to make
the changes
industry-wide

ease of
construction
vs
complexity
of people

dealing with
the same
problem from
opposite sides

Technical
experts +
residents +
community
groups
recognise a
the env't
is in a desolate
state but not
enough
resource to
address it

Hmmm...

We were
amazed to
realise...

similar
problem
from their
different
perspectives

drive
through
city center
front show

umm.
garden
show

It would be
game
-hanging to...

Chelsea/
Ellerlie
flower show

Engage
community
to help SCIRT

1. ck
sheep/
goats

[SCIRT, RC]
+ residents
[Co]own page

Incentives

Giving the
community
control over
their physical
environment

tree art

provide
tools.

Harness
unlikely
champions
to promote
soft/social
approach

Internat
famous
art gallery
feature
wildest
berm
road

They make
decisions
eg plant
types

show us
your
berm.

absent
landlords,
renter, rehab
people
-competn.

Gap filler
type projects
for Bern's
CERA Land

Ellerlie
flower show
comp - best
berm/
backyard

Insight Map

Working best outcomes vs. challenge

THINK

difficult to get to ground crew on streets

How can you do something better.

What young people need

Shaping wellbeing needs for young people. social + emotional needs

SAY

Find out needs are in community

en, why for motivation

getting into w. business & R.C. & script comes

DO

FEEL

Surprises
Contradictions
Tensions

We were
amazed
to realize...

Hmmmm

both want to
leave tangible
legacy for
people in Arch
post 2016

both have
definitive
endpoints

legacy
post mid
2016

What do
Young people
need that
we both
provide

How will we
help young people
get their needs
met after
we're all left.

It would be
game changing
to... HNW
right

Give it
to
U.N.

Big companies
engage with
Red Cross

Tell the
story together

SCIRT +
Red Cross
soundbites

Commit
to E.
technology

Trained
team or
group who
drop & go
on event

SCIRT
people
who know
R.C.

Blue
print
with
mayors

R.C.
people
who know
model.

Framework
for action
→ includes
this model

Movie
of
SCIRT
Red Cross
history

SCIRT
Training
in model
development

Surprises
Contradictions
Tensions

We were
amazed
to realise

Personal
conflict
vs
what red
cross think/ do

Map people's
health
issues e.g.
Renal Dialysis

Continue
to
collaborate

There was
so much
info. out
there.

Hmmmm

are we
really doing
what we said

walking
the
talk ???

Conflict
vs
possibilities

Access
the
bigger picture
- times
feel
powerless

rules?

mission,
opportunity
to collaborate

how
information
available to
all

too
much
info?

of
bureaucracy

understand
the info +
implications

hide look
down
monkeys
entering data

in silos

HMW

change
mindsets
so no barrier
info sharing

moral
dilemma

It would be
game-changing b...

www.
neighbourly

What's
important
to comms

Community
needs

Community
neighbours

open

Neighbour
hood
Support

get
community
involved

Street
parties =
connection

Community
supplies
data

trusted
networks

education

empower
community

privacy
governance
personal

give +
take

ask an
expert

computer
+
internet
connection

Share
an idea

incentives
& perks

What's
purpose of
info

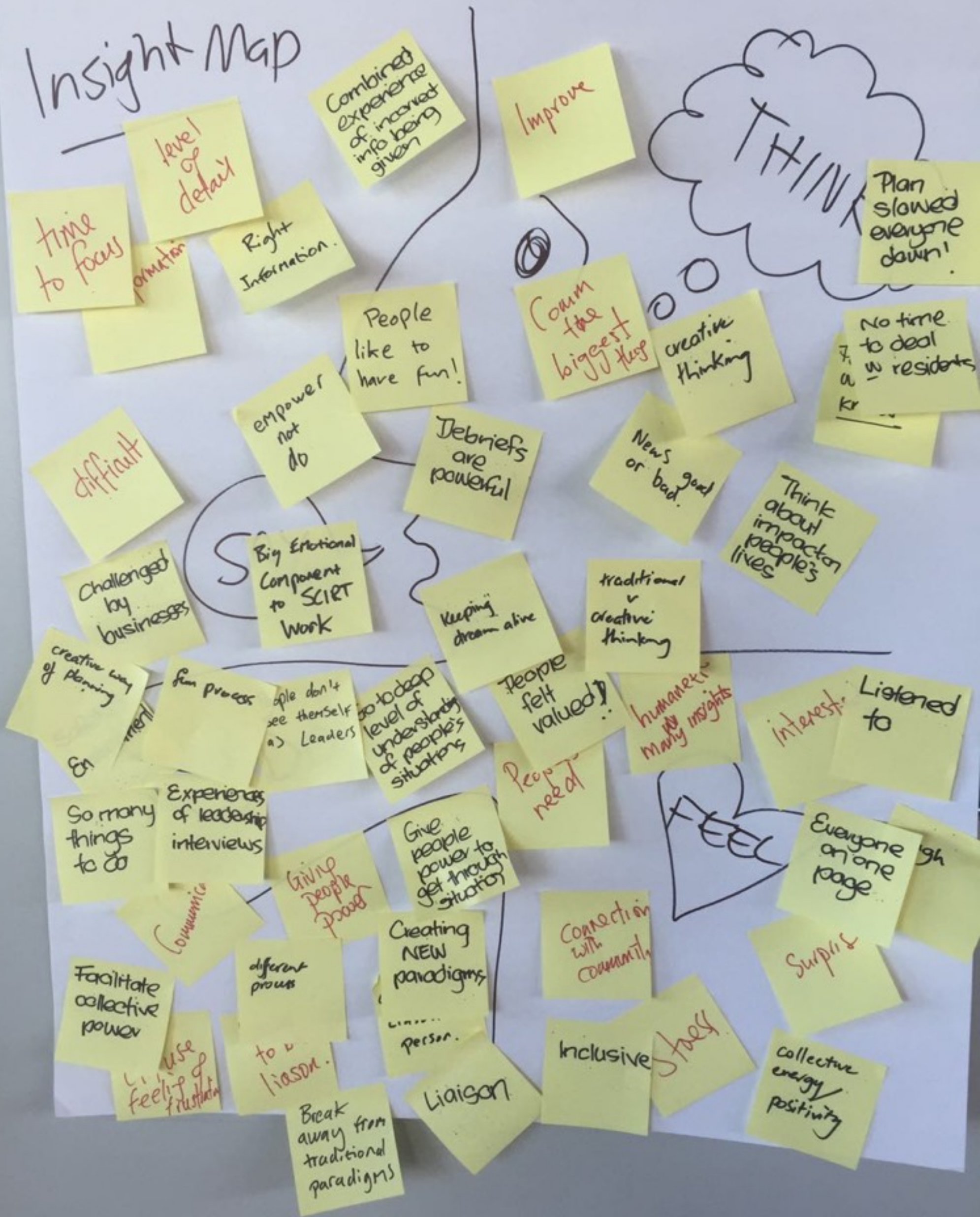
info days
give +
take

Fun Day

Aspirations
+
needs



Insight Map



Surprises Contradicting Tensions

