

A game as an anticipatory service design tool

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In working life, there is a need for anticipatory skills to navigate the change in organizations. This abstract describes a work in progress; developing a co-creative service design tool, a board game for anticipating futures. The purpose is to develop a tool for RDI operations in higher education. Tool development is done through trial with different target groups in workshops. Process began in partnership with local museum, which provided a testing ground of 20 museum professionals and 140 children between ages 7-12. In these workshops first draft of the tool was made. Development will continue with different RDI target groups from working life. The aim is that the tool can be used in service design processes for enhancing futures literacy, designing services or strategic planning in order to develop organizations and services together with stakeholders.

In a workshop, the tool has three phases. In the first phase, participants work in small groups co-creating a vision of future environment such as town center, state of a company or service path. They visualize it with a game board template. Groups decide who are the actors in their future and visualize them with modeling clay as pawns for the game. In the second phase, by playing the game they will add action level like everyday life details to the vision. Third phase is a reflective discussion connecting future vision and actions to today's situation, ending with summary and planning next steps according the results. Tool can be adapted with design changes to meet different goals or target groups, changes can be made with how much elements and rules for playing are given ready.

This work brings contribution to anticipatory driven fields, how design can be used in shaping and co-creating futures with service design. With this tool, the idea of creating one's future, or making an impact to it, is showed as a possibility. The tool fosters futures literacy abilities by connecting future vision and actions to today's situation in service design context. In the workshops reflective discussion is an important part for making an impact, learning and discussing how the future and present are connected. Based on the experience in the workshops so far, this game as a method lowers threshold for visioning futures.

Future orientation and anticipation are emerging issues in service design field. The base of this work in service design field is in multidisciplinary co-creation and in organizational development. It brings new contribution, a practical method for using design in shaping futures and enhancing futures literacy. Games are practical approach for co-creation for bringing stakeholders together. In this case participatory game is a means for conceptual thinking and sharing views, co-creating futures visions and visualizing them.

Previous work using games as participatory tools viewed during the development: EU Science Hub's Scenario Exploration System (SES), a future simulation tool for strategic participatory work and Laurea UAS's CoCo Tool Kit, service design tool for co-creation and innovation within organizations, public sector and individuals and Situation Lab's The Thing from the Future.

Key words:

anticipation, service design, co-creation, game, futures literacy