LIFE

Listen. Innovate. Field-test. Evaluate.

*Agile Cocreation
Example Facilitation guide for
codesign session*

Example of facilitation guide for codesign

ACCRA Daily life use case 1st codesign group

Objective of the session:

- **Evaluate the perception and adherence** to the BUDDY robot prototype and associated services
- **Understand the motivations and barriers** to each element of the prototype
- **Cocreate a new prototype concept and its associated services**: development of new services and optimization of the proposed services

Materials used during the cocreation session

- BUDDY Robot
- Description of the services / videos presenting the services (if necessary)
- Paperboard
- Markers
- Large-size post-it notes (A5 or larger) to be visible to people with poor eyesight
- Felt-tip pens for writing on post-it notes
- Mission workbook (for seniors and caregivers at the end of the group)
- Notebooks of astonishment (for Dauphine, Bluefrog Robotics, Trialog during the session)
- Empathy cards

Participants per group :

- 8 elderly people with a light or advanced loss of autonomy (living in residence or at home)
- 2 professional caregivers
- 2 researchers Dauphine
- 4 technology/robotics professionals Trialog (2) and Bluefrog Robotics (2)
- 2 Harris Interactive members

Note :

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This document is a guide for the facilitator, it will not be strictly followed (structure, formulation of questions, choice of project and creative techniques, etc.) not everything will be used.

1. Introduction – 10 min

Objectives:
- *Make the group feel at ease, introduce the subject and the "rules of life" of the group*
- *Presentation of the topic and explanation of the purpose of the session*
- *Warm-up: creative warm-up of the participants*
- *General portrait/description of each participant*

- **Welcome!** Thank you for agreeing to participate in this session: a collective meeting for the exchange of ideas, opinions and creativity.

- **It is a long-term experience:** 3 sessions (from now until June)

- **Presentation of the session and presence and role of the Dauphines, Trialog and Bluefrog Robotics teams:** to be in an empathic posture to absorb the needs of users in order to develop a robot in line with their expectations.

- **Presentation of instructions:**
  o **Spontaneous**: no wrong answers, everything you think or feel interests us, every idea is good
  o **No judgment:** It is important that you feel comfortable and express yourself freely, spontaneously and sincerely in a friendly and respectful environment.
  o **Collaborative spirit:** bounce back on the word of the other (build on the word of other people) and not contradict it, each person should stay as much as possible on their own feelings

- **Round table**: photolanguage: choose a photo that represents your daily life in the face of loss of autonomy and tell us what prompted you to choose this image.

FACILITATOR:
Possibly provide "EMPATHY CARDS" *for the exploratory phase*

Provide the "ASTONISHMENT BOOK" *for the Dauphine, Bluefrog Robotics and Trialog teams to be completed at the end of the session.*
Note: each person must record 20 observations during the session of what surprised, astonished, comforted or, conversely, shaken in what they thought.
The objective: to become immersed in the users' discourse and to put the teams in an active listening and empathic posture.

GUARDIAN ANGEL: *if some seniors feel the need, Dauphine, Bluefrog Robotics and Trialog can play a supportive/helping role. For example to help them write on post-it notes.*

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2. Exploratory phase: loss of autonomy in daily life - 25 min

> *Objectives:*
> - *Immerse everybody in the subject*
> - *Identify current practices in terms of loss of autonomy*
> - *Identify expectations around loss of autonomy*

<u>Imaginary associated with loss of autonomy 5'</u>

- If I say "loss of autonomy": what are all the words, images, qualifiers, sensations, impressions, ideas that come to mind?
  - Positive and/or negative

<u>Brief presentation of the Needs Study 5'</u>

- Presentation of the needs study main results: the priority needs.

<u>Sharing of experience and expectations 10'.</u>

- Each one tells of a situation in which he was confronted with one of the needs highlighted in the study (Protection, Companionship, Communication, Entertainment, Collective Animation)

FACILITATOR:

- *Possibly propose to **trace a typical day** to stimulate verbalization.*
  - *Ask questions (relances) on:*
  - *o Expectations*
  - *o What has already been put in place/attempted to fill the need*
- ***List the expectations expressed by users*** *(to be used as a stimulus during the prototype optimization phase).*

3. Presentation of the prototype and associated services - 60 min

> *Objectives:*
> - *Explore rapidly the potential of the prototype and associated services*
> - *Identify the reasons for the motivations / brakes to use*

<u>Presentation of BUDDY 20'</u>

FACILITATOR: Seniors, family carers and professional carers are invited to discover BUDDY.

- ***FACILITATOR: Initially show only the robot 5'.***
  o Spontaneous reactions: words, images, qualifiers, sensations, impressions, ideas that come to mind? Positive and/or negative...
    o Re-launch on the design: what it evokes, what pleases/not so much, what seems appropriate / unsuitable, what is striking / surprising (positive and/or negative)...

- ***FACILITATOR: In a second step, invite participants to interact quickly with BUDDY*** *(have it do simple things: functionalities out of services to be tested) 15'.*

  o Overall perception: Impressions... what comes to mind in positive and/or negative... striking things... surprising....

  o Comprehension: Anything that is clear, anything that is not? What are all the questions you have?

  o Appeal: Anything that appeals to you, what don't you like and why?

      o Re-launch on ergonomics: ease of use, what looks simple, feasible, what would seem complicated, difficult to do by BUDDY...

Spontaneous understanding of the prototype and its services and the benefits induced 20'.

FACILITATOR:

Present pedagogically the different services to be tested *- a person from Dauphine, Bluefrog Robotics or Trialog (to be confirmed) would "play" the different services with BUDDY.*

In addition, articulate the need and associated services*, for example, the need for "fall detection and prevention" includes the following services: fall detection, warning a caregiver, fall prevention…*

Possibly provide videos *presenting the services in back-up.*

    o **Self-administered questionnaire:** overall score, what do you like, what don't you like

    o **Round table:** what pleases, what does not please

    o What do you imagine behind the use of this robot?

    o How could it work?

        o Relaunch on: integration in everyday life, ergonomics, services...

    o What **benefits** do you imagine spontaneously for each service? What it brings...

    o (**Brakes**) What poses a question... what is not understood... or what is worrying

    o What **needs** would BUDDY **meet**?

        o Relaunch on each service: protection, companionship, help with, entertainment, collective animation

    o If you had to **describe this robot** to someone who is not in the room?

Background and usage projection 10'.
- A robot that you imagine using when? How often is it? How? Under what circumstances?
- Relaunch if necessary: Tell the story of the robot's use, from morning to evening, what situations of use?
- What services are you spontaneously attracted to? For what benefits?
- On the contrary, which services do not appeal to you? Why?

Assessment 5'
- Vote by a show of hands: interest in each service
- Ranking of services according to their interest

<div align="center">**BREAK - 15 Minutes**</div>

• During the break the facilitator forms the teams for the rest of the meeting.

4. Detailed assessment of BUDDY and services – 120 min

Objectives:
- *Explore in detail the potential of the prototype and associated services*
- *Identify the specific reasons for the motivations / brakes to use*
- *Optimize the prototype and services offered*

***CREATION OF 2 MINI-GROUPS** (each with 2-3 users and at least 1 Dauphine, 1 BlueFrog, 1 Trialog)*
Each mini-group will explore 3 main themes on the 5 following themes and by rotation to avoid the effects of order.

Reactions to the different services of the robot BUDDY 5'
FACILITATOR: Presentation of the phase sequence in mini-group. Each service is approached separately with a test and evaluation phase and a cocreation and optimization phase.

15-30 min. working time per service
Order of presentation of services to be confirmed (with rotation en each cocreation session)

- **1. A Protection - Assistance**
    - Detection of falls / detection of blockage / Remind the person to drink
    - Specific notices / remarks specific to these services:
    - Validate the OK Buddy: What little word is better to call it? We need four phonemes:"O ké Bud dy". (Insurmountable stress?)
    - In the event of a dialogue related to a fall, if the person does not ask for himself/herself, should Buddy ask the person: "do you want me to call someone?"
    - Does the robot automatically call someone if the person does not answer? or only at the request of the person? (ex: Buddy, call my daughter!)

- **1. B Protection - Prevention**
    - Detection of falls / detection of blockage / Remind the person to drink
    - Specific notices / remarks specific to these services:
        - Validate if the robot is polished enough and not too intrusive
        - Confirm whether or not this "politeness" feature is important.
        - Medication intakes and appointments should be recorded by either the elderly or caregivers. What is most appropriate/realistic: the elderly person or caregivers? (the caregivers have this information about taking medication, are they going to think about configuring Buddy...)

- **2. Companionship**
    - Daily Presence / Discretion / Recognition
    - Specific relaunches for these services: relaunch on a configuration need?
        - The service must be configured to suit each user.
        - Define the interactions ("daily presence" service) that are best suited for each individual user.

- **3. Communication assistance**

- o Phone call / Video call: Dial a number on demand and make a video call, Add a contact (telephone and video), Facilitate answering a call (telephone and video) / Receive images, photos, videos
- o Specific relaunches for these services:
    - o See if make a phone call is the most complex for seniors? and not call reception.
    - o For this to work, your contacts must have the Buddy application on their phone. Buddy will send them an invitation to download the application. Does that seem easily doable to you? Do you think your loved ones will do it?

- **4. Entertainment**
    - o Single games, cognitive games, network games / Reading books and newspapers
    - o Relances specific to these services: to be integrated

- **5. Collective animation**
    - o Animate a game / Animate a gym session / Teacher (language, song)
    - o Specific relaunches for these services:
        - o What type of game typically in a residence?
        - o What type of gym?

For each service address the following questioning (20' -30' per service)

A. Feedback on services

FACILITATOR: One person from the mini-group interacts with the robot to test the service (each service is tested by a different person). The services associated with the need for group animation are tested by an elderly person living in residence.

- The person who tests the service is invited to think out loud: verbalization of his thoughts during the test, questions he asks himself, surprises, positive and negative points...
- Other users are invited to post their positive and negative comments on post-it notes (possibly with the help of a participant Dauphine, Trialog, Bluefrog Robotics). 1 post-it = 1 note
    - o Post-it notes are then read one after the other and organized by category of ideas by the facilitator.
- Projection in the use of this service: users express their interest and motivations and disincentives (brakes) to use BUDDY for this service
- Does the robot respond well to the identified need?
- Is its functioning / what it proposes adapted?
    - o Strengths: what we keep
        - ▪ Why would they use it... what benefits... imagine a scene where they would use it...
        - ▪ Everything that is pleasant / practical in its use?
    - o Weaknesses: what we improve or remove completely
        - ▪ Why don't they use it... what brakes...
        - ▪ Anything that is not pleasant to use?
    FACILITATOR: use the categories created with post-it notes to stimulate participants.
    FACILITATOR: list on the paperboard the strengths and weaknesses
- How would you include it in your daily life? Replacing some of the products/services you currently have? In partnership? Which ones...? How...?
    - o Relaunch on: ergonomics

- Service assessment:
  - What we keep: the features/elements to keep as they are
  - Improvements: the features/elements to be improved and discussed during the cocreation phase.

  FACILITATOR: go back to the lists of the paperboard and complete if necessary

B. Cocreation and optimization of the service

FACILITATOR: Take the list of features/elements to improve.

- For each service
  - **Write down any ideas that could improve this service:** 1 post-it = 1 idea
  - **Consolidate ideas** and set aside ideas that are not feasible

    The Dauphine, Bluefrog Robotics and Trialog teams will be able to give feedback to the users by informing them of the project's feasibility and insurmountable constraints.

    FACILITATOR: take the list of expectations expressed at the beginning of the group and stimulate the production of ideas:"How to improve this service so that it better meets your expectations of.................????? ""
  - **Prioritization of ideas:** the group agrees on the ideas to be developed as a priority.
    - Distribution of ideas on a matrix according to their importance and urgency in an offer of service:
      - From 0-Important = which we can do without → 5-Important = which we cannot do without
      - 0-Not urgent = can be integrated later (V2 or optional) → 5-Urgent = to be included before launch

5. Conclusion - 15 min

Objectives:
- Prioritization of ideas of improvement for a rework
- Maintain a creative dynamic until the next session

- Gathering Urgent and Important Ideas for Rework
- Each one chooses 3 ideas that he/she wishes to see carried out
- Ranking of ideas according to their interest for users

FACILITATOR : Restitution of "notebooks of astonishment" for the Dauphine, Bluefrog Robotics and Trialog teams.

Mission to the participants:

FACILITATOR: distribution of notebooks in which they can :
- list the situations in which they would have been tempted to use BUDDY during the month.
- *record all their ideas before session 2.*

Thank and close.

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Appendix 6 – Empathy cards

Possibly provide "EMPATHY CARDS" for the exploratory phase. Each guardian angel fill in this empathy card for the elderly he/she is taking care of.

Active listening in the skin of ....

Think / Feel
What he thinks
How he feels
His concerns
His aspirations

Say / Do
What he/she tells others
What he/she does
How he/she acts (family, friends, society)

Hear
What they say...
his friends...
his colleagues...
his clients / patients...
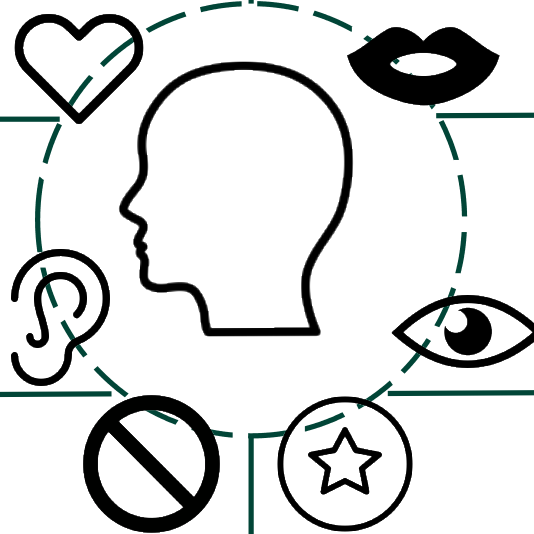*his entourage...*

See
What he sees
What he observes
What exists for him (his environment, his friends, on the market)

Losses
His fears
His frustrations
His sufferings
His obstacles

Gains
His desires
His needs
His successes

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1. Notebook of astonishment

The facilitator *provide the "ASTONISHMENT BOOK"* for the project team members to be completed *during the session.*

ASTONISHMENT NOTEBOOK

*This document is made available to the consortium teams during the co-creation sessions in order **to be immersed in the users' discourse** and to facilitate an **active and empathetic listening***

Everyone is invited to note 15-20 observations on what surprised, moved, questioned, confirmed or shaken their ideas

Observation #1

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Observation #2

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… Up to 20 observations.