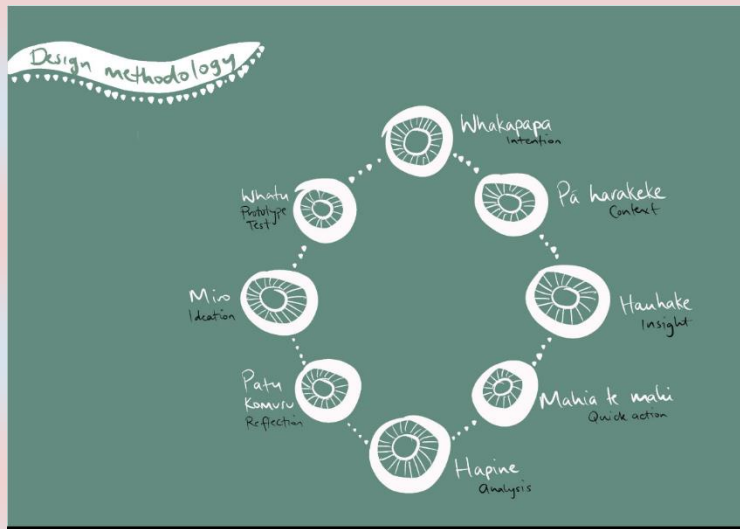


Summary and next steps

Process Overview (Co-design mindsets)



Building Capabilities

We started off by defining our intention which was how we are going to make inclusivity more of a priority within Spring load's recruitment processes. To add some context to this, we asked and reflected a little as a group on how we felt in our few job recruitment processes that we have applied for and how inclusive they should be. Before getting deep into the assignment we wanted to make sure no one in the group was a minority and everyone knew exactly what had to be carried out.

Sharing Power

Sharing power helped us immensely to gather quality insight. On one hand with the preparations and on the other with the actual conceptions. We were able to stick with the mindset of being in the grey right through the preparations for the workshop especially through the secondary research phase and our own experiences with jobs, which enabled us to create activities for our quick action phase (the workshop) which were able to carry out important and quality feedback from them participants. Just like how everyone in our group had power over the activities and content, our participants had the same power to potentially override content and questions to give us their insights which was key to us eliminating all our assumptions.

Prioritising Relationships

It was important that we gave massive credit to the participants for their contribution to our workshop and project which we acknowledged by offering hospitality right through the workshop in terms of regular greetings, well-deserved breaks, and more conversational environments (not sticking strictly to

tasks at hand). While doing our analysis it was important that we valued not only what every participant said (even if we didn't agree with it), but to also value each of the teams' perspective on what they thought, and we showed this through our reflection as a team meeting on the workshop and our potential next steps. This was pretty much a process we carried out within team meetings each week in the general intention to keep strong relationships within our team.

Use participatory means

Our ideation has been conducted using the same kind of method that we implemented within the activities that we implemented in the workshop (we took an idea from the planning of the workshop to ideate). We had wanted to make the workshop as engaging as possible, so participants would've been motivated to participate and give feedback at each step which is why we used least words as possible and used more visual and oral approaches. This is the same concept we used to create rough prototype ideas which we conducted through two activities. We made sure in the brainstorm activity we were practicing curiosity and asking each other if we have asked ourselves all the questions for our solution which everyone contributed too verbally like in the crazy 8's which also contributed visually to keep everyone active in the start to finish of the final solution.

Brief description of concept (Positive outcomes)

Our concept focuses on the important aspect of the recruitment process which is the application stage. We thought that this was important as it sets the benchmark for what to come in the later stages and can leave either a positive or negative effect on the applicant translating into him/her either having a positive or negative outlook/emotion on the other stages.

Client

- The first benefit for Springload is of course having a more inclusive hiring process through the idea of eliminating the barriers which can exclude some participants from being an active candidate. This includes aspects like different communicative abilities, improvement/learning points, and 'perfect candidate' mentality. From our concept, Springload will be able to tailor their recruitment process to the narrative of graduate students in general rather than before, recruiting based on individual candidates which suits the job description to the point.
- Another benefit for Springload is that they will also be able to potentially obtain more diverse and relational data in accordance with the participants that apply for a role at the company. This is in terms of gaining more diverse insights into several aspects of their recruitment process like participants' backgrounds, favourite project, and job experience in visual, oral, and written forms which would also help them get more quantified and qualified feedback/reviews which will be a positive outcome for Springload in terms of further improvements in the future.
- There is also a benefit in the sense of trust and relationship that Springload can build with not only participants but potentially also other member of the community. This is in the sense of showing the utmost care and acknowledging the privileges that Springload uphold and the lives of graduates which may escalate into community wide impression through word of mouth, or experience which could also provide a base for an increase in popularity which will increase Springload's reputation.

Audience

- The most important benefit for participants is that they will be able to feel less stressed about applying for jobs at Springload and can put more of their focus on learning about the company and what work you might be doing there. As a graduate having jobs to look for, plus future studies and maybe extra-curricular activities it is also very unethical to put more pressure on them so for them to feel relaxed and if they are valued for their personality and values rather than solely their skillset will cause participants to feel positively about their outcome no matter if they get the job or not.
- Another important benefit is that participants won't feel like they are minorities, or their backgrounds don't fit the job descriptions. With having an application template that allows for an environment where participants can safely represent themselves and open about how their lived experiences can benefit the company, it allows for them to leave a more authentic and honest impression in the most convincing way without having to worry about altering their answers to feel like they need to represent the 'perfect candidate'.
- Participants will be able to effectively communicate their uniqueness and motivations for the job without having to practice delivering them in a method they aren't used to which could alter the authenticity of the answer they have on the day or even make them forget it. Participants won't feel like their different ways of communicating/learning or even their points of improvement as a person/character are targeted in any way and they will have the freedom to have more control over their performance in the process.

Testing the concept

Testing our concept, I would think would involve gathering participants (graduates) that are looking to attain the roles that Springload include as there for graduates to take. Therefore, I envision us sending out emails university wide to see one: which student are graduating, and two: which graduates are looking for that role, and three: if they would be keen to participate in a workshop and at what times. Once we get the results, we would then conduct a kind of roleplaying workshop session where we would act as the Springload company, and the participants would act as if they just got invited to apply for a role. Whilst doing this (preferably in-person or if need be, via zoom with cameras on), we (Springload) would split up where half of us are hearing their answers and half of us would implement a 'fly on the wall' technique, observing their facial expressions and body language to see whether our application template has the desired positive effect on them. Taking notes and using results in a more sequential method will allow us to be more critical of each individual aspect of our concept identify each opportunity for improvement.