Aligning on Priorities When Everything is Important

Session 2 | April 29

Section 1

WELCOME

We're so happy to see you.

Thank you for joining us.



Talking Today



Panthea Lee Founder & Executive Director



Corey Chao Strategic Designer

Hi! We're Reboot.

Who We Are: We were founded to tackle structural inequity and injustice. We primarily work in the global development, good governance, and civic & media innovation spaces.

How We Work: We advance our mission in over 40 countries in collaboration with partners - social movements, community groups, civil society, media, companies, governments, and international agencies - to drive transformative collaborations for courageous change.

Our Perspective: Our thinking and methods are informed by our backgrounds as ethnographers, organizers, facilitators, and designers.



Why We're Here

The Need: Tackling systemic challenges require systemic approaches.

The Challenge: Radical collaboration is hard. There's mistrust, there's fear, there's cultural differences, and there's good ol' logistics.

But advancing structural systems change is more important than ever.



Photo by Callum Shaw on Unsplash



A window of profound peril or profound opportunity...







Photo by Hannah McKay (Reuters)

Photo by Rodolfo Buhrer (Reuters)

Photo by Marko Djurica (Reuters)

We must rebuild. Together.

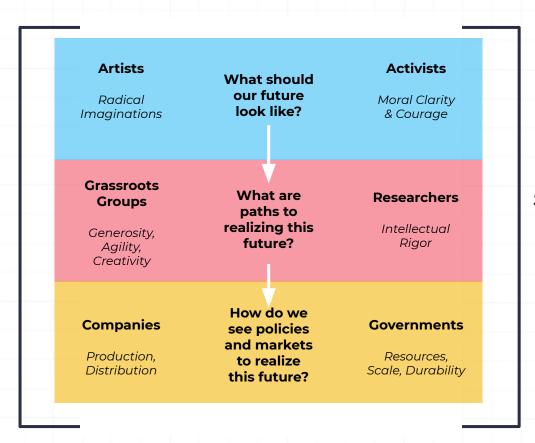
| | Artists | Activists | Researchers | Grassroots Groups | Civil Society | Companies | Governments | Journalists & Media |
|------------------------------------|--|--|---|--|--|--|---|--|
| Role, as commonly understood | Imagine futures that honours each person's dignity | protest unjust systems, practices, institutions | assess different possible paths to a better future. | care for communities to ensure critical needs are met. | builds movements that holds us accountable to the greater good | produce goods and services to meet people's needs | set & deliver policies and services to serve their people | monitors institutions and society for violations of our social contract |
| and as it must evolve. | and advocate for these new realities. | and help define paths to dismantling them. | and shape discourse & policy towards them. | and push for needs being sustainably met. | and embeds them within institutions & ecosystems. | and do so via ethical, sustainable practices. | and protect against corrupting interests. | and combats narratives that fuel fear, divisiveness, and hate. |
| We need ALL these superpowers | Radical Imaginations | Moral Clarity & Courage | Intellectual Rigour | Generosity, Agility, Creativity | Power to Compel Action | Production Distribution Capacity | Resources, Scale & Durability | Ability to Shape Public Agendas |



Different superpowers for different questions

Civil Society

Compel Action



Journalists & Media

Shape Public Agenda

"But it's so hard..."

- How do we bring the right actors to the table?
- How do we overcome mistrust, fear, shame, inertia?
- How do we **agree on a common vision** when we all come from different backgrounds?
- How do we move past talk (so! much! talk!) and **into action**?
- How to we sustain **momentum for the long haul**?

0

What We're Learning

Look Back & Look Forward



Our 3-Part Series

Session 1: Why & Who

Designing Collaborations for Urgent, Courageous Change

How to:

- Create a compelling rallying cry
- Bring together unlikely partners
- Overcome mistrust & establish a strong foundation for success

Session 2: How, Pt 1.

Aligning on Priorities
When Everything is Important

How to:

- Identify and set priorities for our collaborative efforts
- Reach decision points together
- Navigate disagreement
- Synthesize discussions

Session 3: How, Pt 2.

Steering Diverse Partners
Toward Cohesive Action

How to:

- Guide your progress through the ups and downs of collaboration
- Troubleshoot and respond to the inevitable challenges and tensions that will arise



For an A+ Experience

Be:



Present



Constructive

Online Etiquette:



Mics will be muted!

See anything inappropriate?
Please chat Alyssa.

Collaborative:



Ask us questions in Q&A function.



Share your reflections in chat. Make sure to send to all!

Last Week: Why & Who

- 1 Give partners a compelling
 reason to show up
- 2 Engage the right humans
- 3 Diverse perspectives are key
- 4 It's a journey! Plan the arc



Give partners a compelling reason to show up.

- Be as precise as you can about your interests and concerns. Avoid jargon like "innovation", "empowerment", "revolutionize".
- Avoid pointing fingers. Blame is the fastest way to turn potential partners into likely adversaries.
- Craft an invitation that sparks imagination think "what if?" not "what about...". Invite partners to think with you. Don't state the solution - it gives them an excuse to say "why not" or "not for me".

What To Avoid

COVID-19 has created new challenges for vulnerable people. [Does not specify a problem, or who it impacts. Seems like every other thing that comes across my desk.]

Governments are not doing enough to help them. [Identifies a very specific challenge that alienates critical potential partners. Finger pointing is a no no..]

We must set up mobile, first-responder health units in low-income neighborhoods to make sure poor people have access to testing and emergency health care. [Contains the solution, with logic of how we got here. Gives people a reason to list all the reasons "why not".]

We must ensure all residents, even those undocumented, have access to healthcare as a human right. [Goes beyond scope of what collaborators can address. Prompts overwhelm and further exhaustion.]

A Better Option

COVID-19 has exacerbated many existing social challenges. Those that were already vulnerable—the elderly, those with pre-existing health conditions, low-income individuals and families—are even more so.

Public service-providers are struggling to respond to their immediate needs. They lack the resources and capacities to do so.

There is an urgent need to develop creative new ways of providing enhanced social support to these groups. We must recognize the vast inequities laid bare by COVID-19, and ensure our efforts center equity and justice.

We have an opportunity to do the right thing now—and to build the foundation for a more resilient future.

Engage the right humans.

- Start with people that share the **same worldview, values, and motivations.** This is
 priceless and critical at the outset.
- **Don't reach for status:** the biggest name organizations, the highest titles, the most prominent thinkers. (Those can often be more trouble!)
- Start with trusted relationships, develop a core, and work "up and out".
- Appeal to personal incentives.





Diverse perspectives are key.

Pay attention to often overlooked profiles and perspectives that are critical to creating, executing, sustaining, and adapting collaborative efforts.

Take an **expansive view of** "expertise".

Technical Experts: Less is more

Living Experts: More than you think, but maybe differently

Decision Makers: Early, avoid weeds

Implementers: Far more than you think—always

Allies: Early, at strategic points

It's a journey. Plan the arc.



Develop social cohesion before tackling the technical challenge.

Build a community of humans with shared values, not a group of affiliated organizations. This is essential for follow-through, particularly something is new or uncomfortable.



Plan out for multiple touchpoints. Spread the process out, consider pacing carefully (and adjust), and embrace an ambiguous end point.



Grow the group's leadership over time. Start from a coalition approach, and ensure everyone has a leadership role at some point.

The Arc & Art

- 1. Do the Work Before "The Work"
- 2. Meet the Humans & Elephants First
- 3. Ground through Commonalities
- 4. Brainstorming, with Bumpers
- 5. Turning Mayhem to Magic

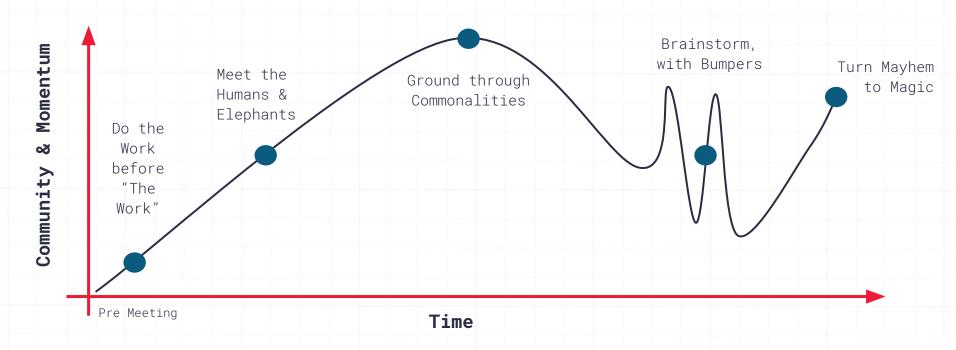
"Most social innovations don't stem from solving technical challenges — they result from solving relational challenges."

- Adam Kahane

(paraphrased, but it's very smart and he's very kind so we hope it's ok)



The Arc of Alignment

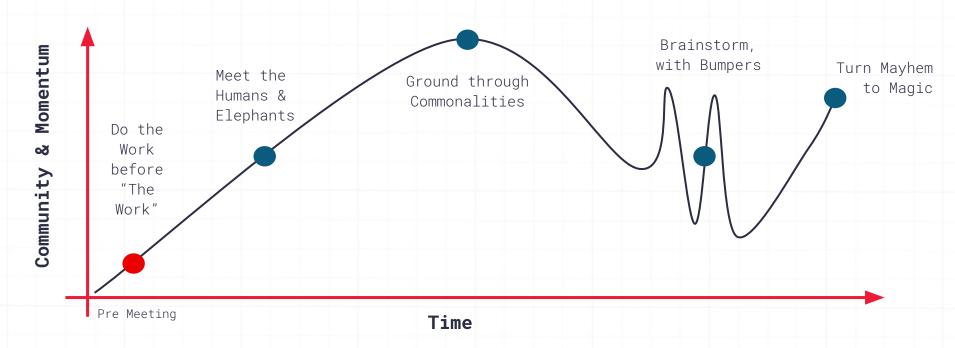


Part I:

Do the Work Before "The Work"



Before anyone gathers...







Understand collaborators' interests, agendas, resources, and anxieties before coming together, to create the conditions for them to thrive.

Plan less, talk more.

- Understand where collaborators are coming from. Ask collaborators about their experience, interests, and priorities ahead of time.
- Introduce the experiences not in the room. Bring out the perspectives of people who are important but not present.
- Share what you learn, and bring others up to speed. Create materials ahead of time to help collaborators understand each other and get on the same page.



Do: Read the room-to-be

Why?

Collaborators always have different experiences of an issue, even if it seems like they're in total alignment.

Social and political dynamics are at least half the puzzle.





Do: Read the room-to-be

How?

Explore through surveys, then use interviews to clarify emerging tensions/divergences/dynamics.





Do: Introduce unheard perspectives

Why?

Certain profiles are often overlooked, but often are key to success.

How?

Talk to people, particularly about the sticky stuff.





Key Motivation for PB

Mandate Ideology

Influence on Design of PB Process



Influence on Implementation of PB Projects

High Low

Ibrahim

AGE: 45

Technical Specialist in Implementing Agency

An engineer within the city's Department for Housing and Urban Development, Ibrahim takes pride in ensuring that all regulations are closely followed for the projects he works on. This, he knows, leads to safe, efficient, and cost-effective housing and infrastructure.

Ibrahim first learned of PB last year, when his team was assigned to implement one of the winning projects: to install security cameras in a public housing complex. Although the department received funding for the installation, the money allocated only accounted for the cost of basic consumer-level supplies and not for the time and cost of doing the project in line with city protocols, or for the salaries of security staff needed to regularly review and act upon the information captured by the cameras. As such, Ibrahim's team had to locate additional funds from their already-stretched annual budget. Adding to his frustration was a resident complaint that implementation was taking too long-the scale of the project required him to go through a specific procurement process that took time, and he was not motivated to think about creative alternatives, given he thought that the project was useful but relatively low-priority given everything else he was managing.

As the city gears up for another PB cycle, Ibrahim is glad the updated process now includes a Feasibility Review that he and other colleagues within the department had advocated for. He thinks that government departments can benefit from "crowdsourcing" ideas, yet firmly believes that projects are best planned by technical experts.

Role in process:

- · Reviews shortlisted projects for feasibility
- · Incorporates winning projects into annual work plan
- · Implements winning projects assigned to his department

Pain points & needs:

- · Translating citizen-driven ideas into feasible projects
- · Working on PB projects on top of existing workload
- · Responding to oversight (and sometimes objections) from delegate committees

Personas, user journeys, process diagrams and other tools center the experience of key **stakeholders.** They provide a compass for immediate and long-term efforts.

Work before "the work" is for your collaborators too.

Let your collaborators know what you've learned. This can save hours of precious time in-session aligning on research or explaining language, and it gets people thinking about a shared problem ahead of time.

This is even more essential now, with everything online. Many people are often in meetings or on their computers all day. Help collaborators make the most of time together by moving what you can before and between gatherings.



Tips for "Pre-Work"

DON'T:

- Organize something without talking to your collaborators (email doesn't count!).
- Assume collaborators will know enough about those not in the room.
- Save every activity for a group setting.

DO:

- Ask questions to understand the nuances people bring with them, through interviews or surveys.
- Look for gaps in your collective experience, and explore those proactively
- Use what you've found to plan, and share a synthesized version with collaborators in advance.

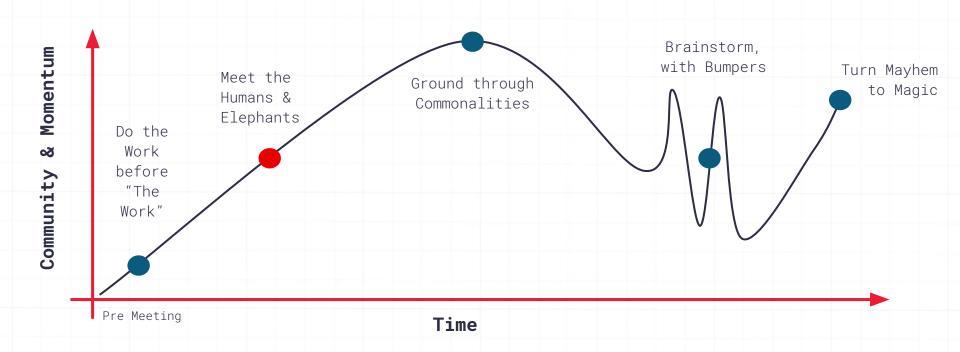
0

Part II:

Meet the Humans & Elephants First



This lays the foundation



Meet as humans *first*

- **Build community before tackling substance.** Start by getting to know each other personally — the investment will pay off "technically".
- Help everyone get in touch with what truly matters to them -- before affiliations, titles, agendas, talking points. Why did they get into this fight? Share and find common ground.
- **Tell and absorb stories** to build connection and truly see one another. Sample prompts:
 - What is the first memory you have of injustice in _____?
 - When did you realize you wanted to work on _____?

Get ahead of the elephants in the room

- Name the tensions that exist, in a light or humorous way. Show it is normal and expected to talk about difficult issues. Get out ahead of them, or they will come back to bite us later.
- Surface and depersonalize the big, unspoken contentious issues, via prompts, tools, or exercises. Sample prompts:
 - o "My last "oh crap" moment was..."
 - "The worst memory I have of trying to do this is..."
 - Agree or disagree: [Controversial statement about X topic]

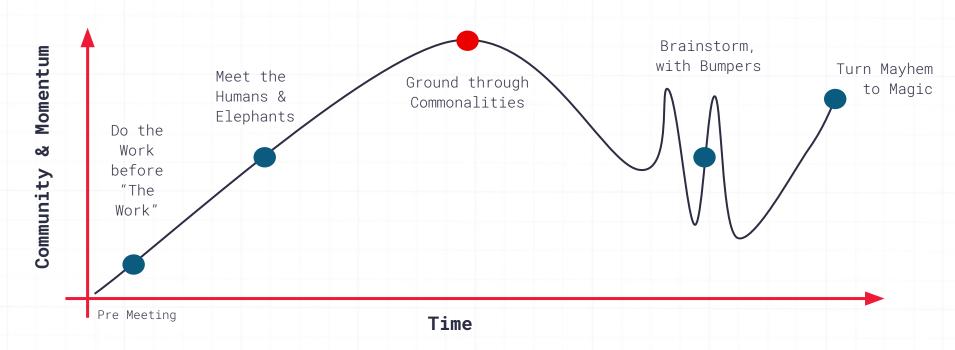
0

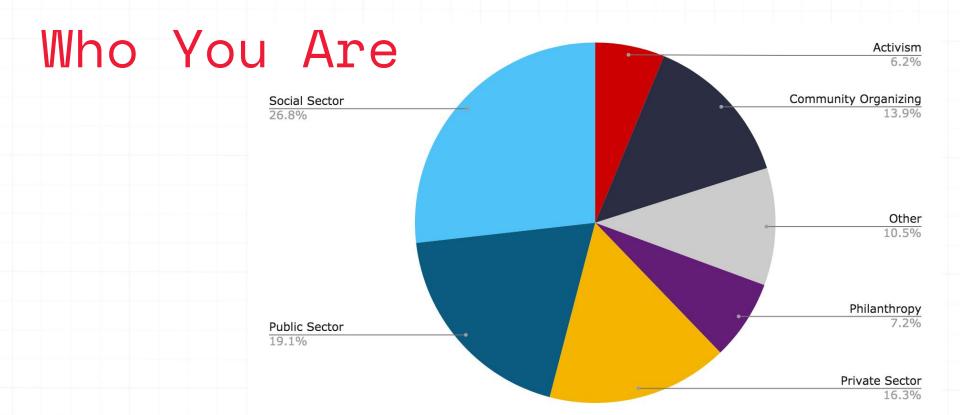
Part III:

Ground through Commonalities

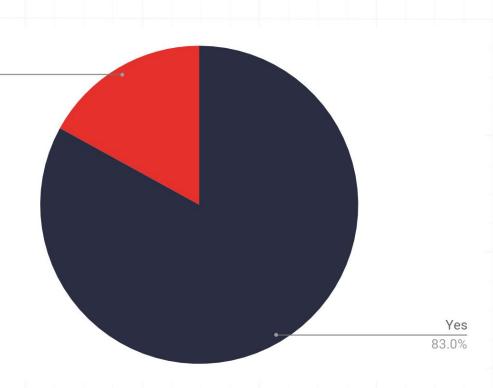


Speak to the room, together.





Planning for a specific No 17.0% collaboration



What You Said:

Are you working on or planning for a specific collaboration right now, whether related to COVID-19 or otherwise?

I'm trying to **build a broad coalition** to support the Social Protection Programme in Nigeria, using our current work as a building block. How do we scale up the civil society voice ?

What You Said:

Are you working on or planning for a specific collaboration right now, whether related to COVID-19 or otherwise?

I'm involved in conversations about what's working/ not working regarding collaboration around Covid in the UK and how we build on this beyond Covid.

What You Said:

Are you working on or planning for a specific collaboration right now, whether related to COVID-19 or otherwise?

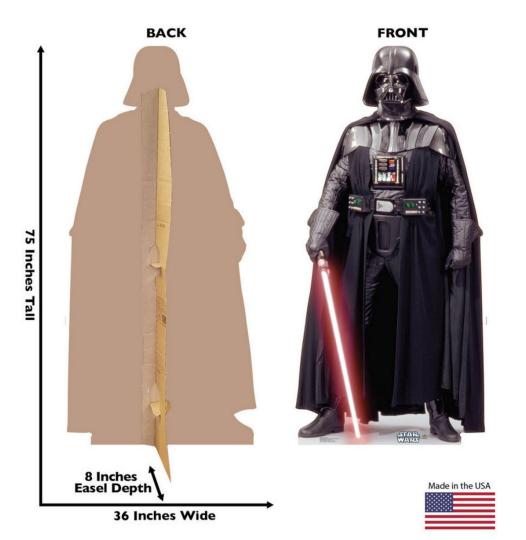
We are working with activists and peacebuilders in environments with violent conflict. Many of them are **organizing to try to prevent violence and seek peace with justice**. A lot of this work focuses on capacity building, facilitating connections, and supporting coalition-building.



Identify a shared struggle, from different points of view.

- Don't start with what the most senior people think. Ground the problem from the point of view of people across the spectrum starting those with the Living Experts.
- Use this to break down a problem, not to make it hopelessly complex.

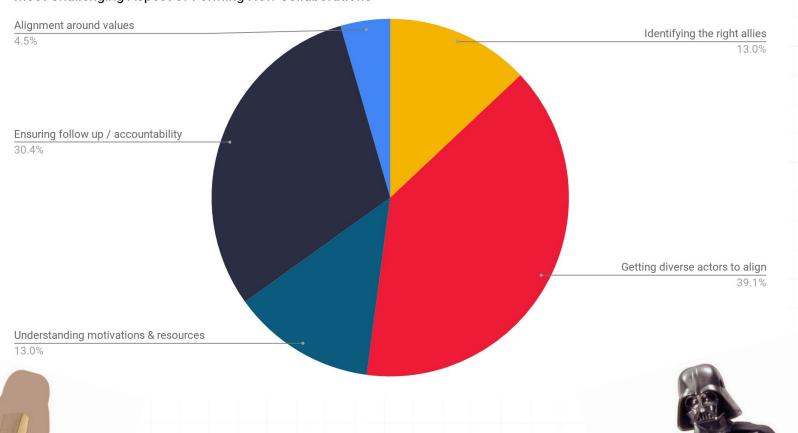
 Getting into the different ways a problem manifests can make it easier to get to the root of.



Collaboration is harrrd.



Most Challenging Aspect of Forming New Collaborations



Everything changes from here.

- This is a starting point. Difference here can actually be a springboard for conversation and alignment.
- It's not a write-off of less common struggles. Explore the interconnectedness of problems to find their roots.
- Be ready for the focus to shift, as a more nuanced problem emerges. As collaborators turn a problem on its head and prioritize among their leverage points, a more pointed problem will become clear.



The same way we get siloed in our organizations, we can get siloed in how we characterize and frame big messy problems.

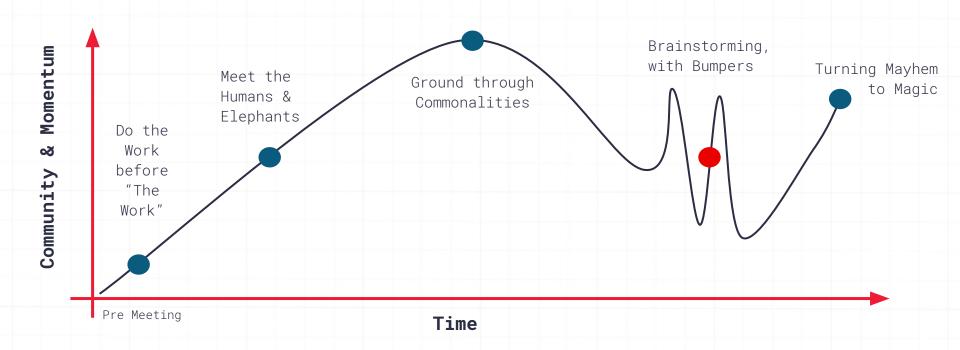
0

Part IV:

Brainstorm, with Bumpers



What goes up must come down



What is the most dreaded word in a gathering of truly diverse actors?

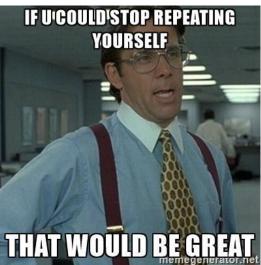










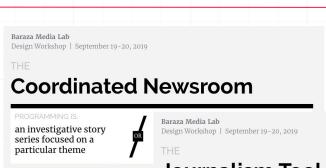


It doesn't have to be this way. Really.

Surface & organize inputs with structure & direction

- Create space for all ideas to be surfaced and heard. People will say what they came to say. So hear them with an open mind, otherwise they won't let it go.
- Provide lateral inspiration to stretch thinking, so people don't just revert to what they know.
- Understand the intention or characteristics behind each idea surfaced, ideally in a systematic way.





Journalism Tool Workshop

a webinar tutorial and release eve Design Workshop | September 19-20, 2019

minted journalism tool.

Building journalism tools

Baraza Media Lah

Appetite for Experimentation

Low

Local Cultural Center

High

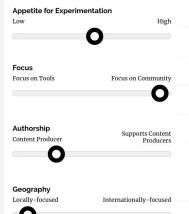
Low

Appetite for Experimentation

curated content and events, produced by locals or with relevance to local issues.

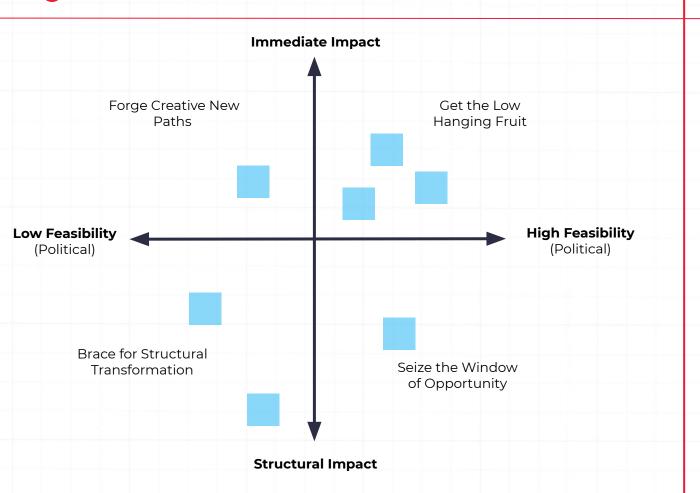
Events

High



Surface & organize ideas with structure & direction

- Listen for the desirable characteristics behind each idea. Pull out and put back to the contributor / group to confirm.
- Capture group consensus on characteristics (or "success criteria")
 that are important for the group effort before talking about ideas /
 activities themselves.
- Use success criteria to organize, discuss, and assess ideas. This keeps conversations moving forward based on agreed-upon values, and shows the logic behind "winning" ideas / activities.



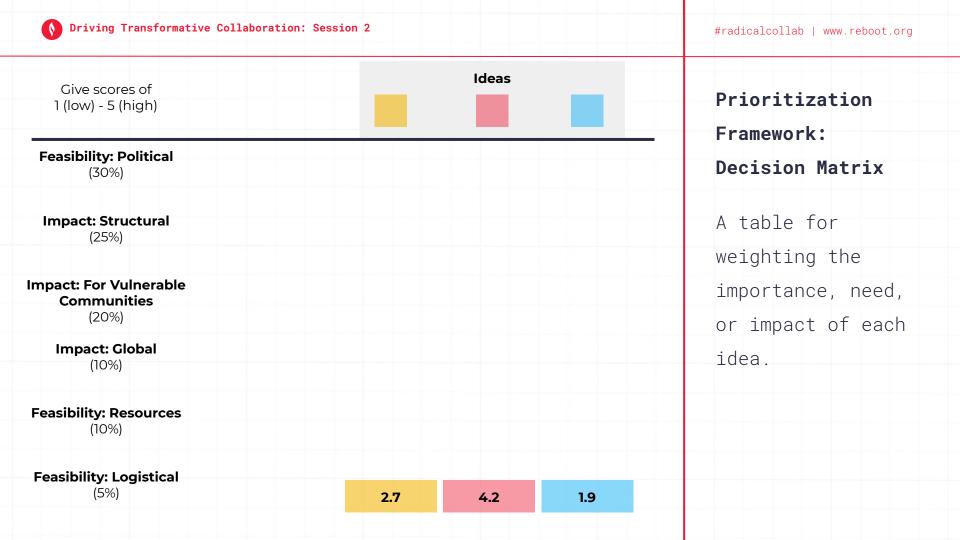
Prioritization Framework: 2x2

A framework with 2 axes representing spectrums of different criteria.

Different quadrants represent different strategies / orientations.

Prioritization Framework: Cluster & Dot Vote

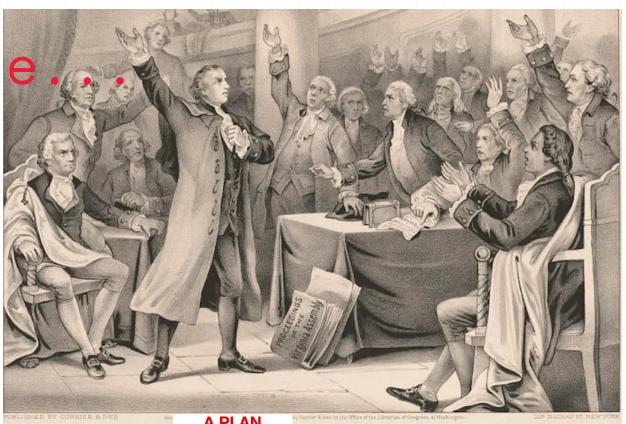
A method involving one idea per post it, and the grouping of similar themes. Then, using dot stickers, having participants vote on the ones that resonate most.



You now have a set of ideas that have "bubbled to the top".

Mission accomplished?

Not quite



"GIVE ME

A PLAN

OR GIVE ME DEATH ?"

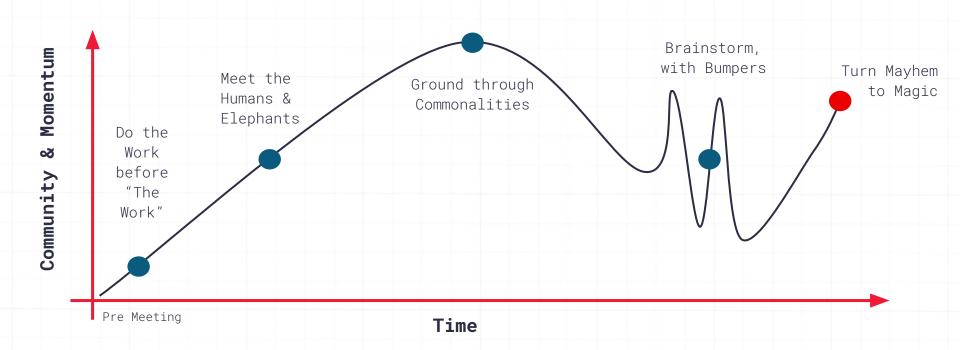
0

Part V:

Turning Mayhem into Magic



Bringing it all together





Show strength in unity

Scarcity / negotiation mindsets are risky, but they're how most enter collaborations: "If we do that idea, there will be less space for my idea."

A successful coalition can see how all the pieces fit together -- not all at once, not the same intensity, with the same level of investment.

Visual frameworks & portfolios are critical.



Photo by Toa Heftiba on Unsplash

Global, complex, diverse ecosystem...



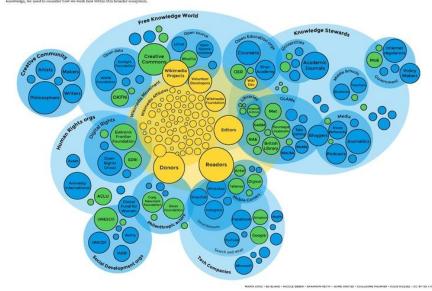


owledge that we are trying to achieve in the world. Some actors represent current potential partners and some may represent potential threats to free knowledge. In order to create a world where every single human being can freely share in the sum of all





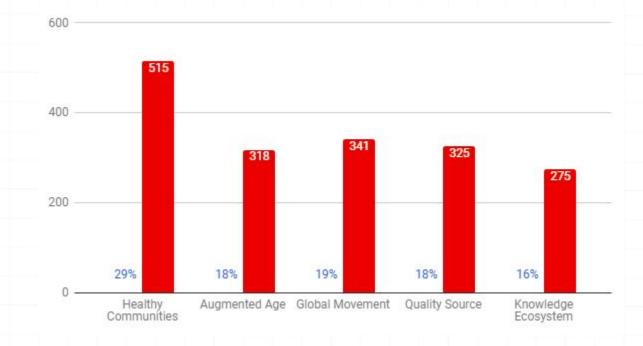




... of stellar human beings



Don't: "This or That?"



From Wikimedia.org



Do: "There is room for all of these ideas — and we'll be stronger for it."

Craft frameworks that help collaborators:

- Separate goals, strategies, methods, activities
- Discuss different urgencies & time horizons
- Articulate the relationship between / sequence of different ideas
- Understand dependencies & synergies



Wikimedia Movement Strategy: New Voices (Track D) Research

Opportunities to Grow Impact

This framework maps opportunities for Wikimedia surfaced through New Voices research in Indonesia and Brazil-and, to a lesser extent, New Readers work in Nigeria and India-against Movement Strategy themes. Opportunities to advance Theme A have been left blank, as they will come from other tracks.

First Things First...





Define the movement. Help people understand its values. its work, and its key product.

Help new audiences understand what Wikimedia and Wikipedia are, how the movement and the product work, and why they should care. This is foundational to attracting, retaining, and growing new audiences





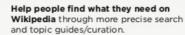
Advancing with technology, leveraging innovations that enable greater creativity and productivity THEME B

Engaging the knowledge ecosystem, through partnership with diverse allies in free knowledge THEME E

OPPORTUNITY

OPPORTUNITY

Near-Term



Build a community passionate about helping people learn, by working with niche content experts, curators, and ambassadors

OPPORTUNITY

Meet user expectations and preferences for online content by getting more visual, real-time, and social.

OPPORTUNITY

Wikimedia in 2030: A Source of (not a Destination for) Knowledge

Wikimedia movement can empower and enable learning, wherever and however people learn. It can do this by making content more modular and portable, and by partnering with diverse actors. In doing so, its content will be a source of and an engine for learning, in all the diverse and dynamic ways humans consume information.

Near-Term

OBJECTIVE

Ensure Wikipedia remains

a relevant and respected source of knowledge

THEME D

OBJECTIVE

Establish and sustain a

truly global movement

THEME C

Where internet and mobile data are

expensive, improve accessibility by reducing bandwidth requirements and optimizing the mobile browsing experience.

OPPORTUNITY

Long-Term

Become a source of otherwise hard-to-get local history and culture, through work with local partners and targeted local content drives.

OPPORTUNITY



Advance information access for marginalized and hard-to-reach populations, through partnerships to expand digital access and literacy.

SUPPORTED BY HEALTHY, INCLUSIVE COMMUNITIES (THEME A)



Do: Create a Portfolio

- **Don't simply enumerate what the group aligns on.** This is a great way to lose people.
- Look for the connections, relationships, and coherence in what they are discussing. Consider how to bring them together visually. This shows i) every activity / collaborator has its place, and ii) we are stronger together.
- Define the portfolio across which the group will collaborate. Show the logic and coherence of connected activities, and define the "core vs experimental", the "now vs later".

Sample: Reboot's Portfolio





Propose

Develop Bold Proposals for Equity & Justice

Any related challenge that has public attention urgency

Pioneer new spaces to enable impacted communities, civil society, and responsible institutions to co-create bold proposals to tackle structural inequity and injustice.



Influence

Build Broad Momentum for Courageous Change

Popular attitudes, cultural norms, movement strategies institutional norms, institutional policies

Call out powerful institutions when the fall short of their stated values (aka engage in hypocrisy)—and offer them paths to do better.

both activists and institutions, and collaborate with cultural influencers to create incentives for their Formalize

implementation. Labs

Help popular movements develop

reform proposals that resonate with

Design

Lead Transformative Co-Design Processes

Systems efforts (e.g. multi-stakeholder partnerships,

Coach Partners in Effective Design

Support major multi-stakeholder efforts to co-design strategies, initiatives. and programs to tackle systemic challenges.

Anchor

Support partners to implement effective design through our "Design With" course, hands-on support, and learn-by-doing engagements. Offer sliding-scale rates for civil society partners.

Implement

Support Partners to Deliver Impact

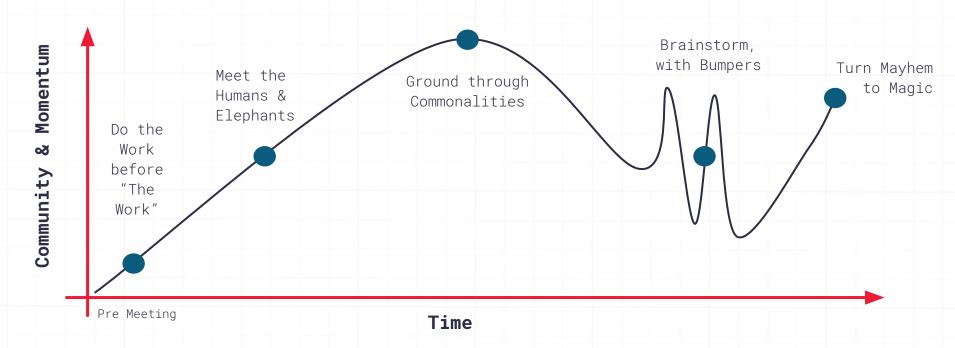
Help partners run programs that are innovative and agile, where decisions i) are grounded in community needs, ii) build on institutional capabilities, and iii) respond to lesson and results from implementation.

Recap

The Arc & The Art



The Arc of Alignment



Key Takeaways

- **Work before "the work."** Talk to people ahead of time.
- **Meet the humans & elephants first**. Remember to engage people as people, and to address any issues upfront.
- Ground through commonalities. Come together on a common problem or insight. This will help you rally rather than fall apart.
- **Brainstorm, with bumpers.** Get messy, then organized. Creating together can get everyone on board.
- Turn mayhem to magic. Use a framework to help people see the larger picture.

Next up...

Session 1: Why & Who

Designing Collaborations for Urgent, Courageous Change

How to:

- Create competing
- Bring to unlikely partners
- Overcome mistrust & establish a strong foundation for success

Session 2: How, Pt 1.

Aligning on Priorities
When Everything is Important

How to:

- Identify d set riorities for our col por tve efforts
- Reach decipoints together
- Navigate disagreement
- Synthesize discussions

Session 3: How, Pt 2.

Steering Diverse Partners
Toward Cohesive Action

How to:

- Guide your progress through the ups and downs of collaboration
- Troubleshoot and respond to the inevitable challenges and tensions that will arise

Looking Forward

The Case for #RadicalCollab



"Historically, pandemics have forced humans to break with the past & imagine their world anew. This one is no different. It is a portal, a gateway between one world & the next.

We can choose to walk through it, dragging the carcasses of our prejudice & hatred, our avarice, our data banks & dead ideas.

Or we can walk through lightly, with little luggage, ready to imagine another world.

And ready to fight for it."

Arundhati Roy

https://thenewpossible.space









ECONOMY | 4/12/20

SPAIN DISCUSSES BASIC INCOME FOR POOREST

No, Spain will not become the first European country to roll out a universal basic income to mitigate the impact of coronavirus. Instead, the government will introduce a "minimum vital income" for vulnerable singleparent households. Up to 100,000 households will be eligible, but that's still far-off from the idea of a universal basic income, which, by definition, is universal and not dependent on need.

Read More

ENVIRONMENT | 4/12/20

GLOBAL CARBON EMISSIONS DROP -FOR NOW

The coronavirus pandemic could result in a 5% fall in global carbon emissions, The Guardian reports, But as the climate activists Luisa Neubauer cautioned: "if a pandemic destroys entire industries and emissions decrease as a result, that's not text book climate protection, it's the involuntary consequence of a catastrophe. Sustainable climate action is the very opposite: predictable, transformative and just." [translation by us]

Read More

MIGRATION 4/8/20

FAST-TRACKED IMMIGRATION -BUT ONLY FOR MEDICAL WORKERS

Several governments across Europe and the Americas have relaxed immigration restrictions to allow doctors, nurses and other key workers from refugee and migrant communities to join efforts against coronavirus. The UK still prevents medically-trained asylum seekers from working. NHS staff have been granted free visa extensions, but only for a year, and the same doesn't apply to non-British care workers.

Read More

ECONOMY | 4/8/20

AMSTERDAM DITCHES **ECONOMIC GROWTH MODEL**

Amsterdam became the first city in the wold to formally embrance 'doughnut' model of economics. The model, a visual framework for

HEALTH 4/7/20

TURNS OUT INSULIN CAN BE AFFORDABLE IN THE U.S.

An American pharmaceutical company caps insulin costs at \$35 to help diabetes patients during pandemic. In the United States, the cost of the TECHNOLOGY 4/1/20

TECH COMPANY PRIORITISES SAFETY, PRIVACY AND SECURITY OVER GROWTH

We have a window of profound opportunity



Cuomo calls for societal changes in wake of COVID-19

Reimagine NY Task Force will look at social equity, housing, technology, transportation, mainly downstate

John Cropley | April 20, 2020



Gov. Andrew Cuomo briefs the media Monday at the state Capitol.

PHOTOGRAPHER: GOVERNOR'S OFFICE

SHARE

ALBANY — With COVID-19 hospitalizations and deaths down several days in a row in New York, Gov. Andrew Cuomo spent part of his daily public briefing

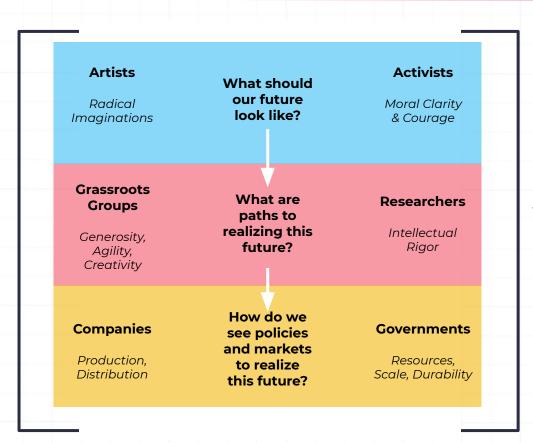
HELP FUND



#RadicalCollab for a radically better future

Civil Society

Compel Action



Journalists & Media

Shape Public Agenda

We want your thoughts. Please answer these 3 questions:

https://bit.ly/RC2Survey

ABQ

May 06, 12PM EDT

Session 3: The How Facilitating & Troubleshooting

Please take our survey!

https://bit.ly/RC2Survey

Questions? Ideas? Get in touch:

urgentnow@reboot.org
@theReboot @PantheaLee #RadicalCollab

Thank you!

Questions? Ideas? Get in touch:

urgentnow@reboot.org
@theReboot @PantheaLee #RadicalCollab