



# **PARTICIPATORY DESIGN TOOLKIT**

**USING COMMUNITY ENGAGEMENT TO  
IMPROVE THE DESIGN AND PERFORMANCE OF  
AFFORDABLE HOUSING**

BROUGHT TO YOU BY:



AND



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## THIS TOOLKIT WILL HELP YOU TO:

### IMPROVE DESIGN

Participation will bring a better understanding of the needs, barriers, and desired opportunities of the residents and surrounding community. By having a deeper understanding for the functions and program of the building, the design can more accurately reflect the necessities of use and experience.

### INCREASE IMPACT

The community-driven process bypasses assumptions and ensures that you are designing based on lived experiences and the actual needs of the end-user. By incorporating lessons learned from previous projects and the priorities of the community, the resulting housing development project will perform at a higher level, elevating the quality of living.

### FOSTER COMMUNITY SUPPORT

Community engagement increases opportunities for involvement and community building. A shared sense of ownership of the project can result in people taking greater pride and care in the housing development. The engagement process during design development allows for stake-holders to voice concerns and/or support for the project prior to being placed into service, enabling any changes to occur before construction, when alterations are more difficult. The participatory design process becomes reflective of the larger community and a source of shared accomplishments.



### INCLUDED IN THIS TOOLKIT ARE:

- **Facilitation notes**
- **Icebreaker activities**
- **Ground rule suggestions**
- **Design analysis activities**
- **Discussion Outlines**
- **Suggested Next Steps**
- **Suggested Design Workshop formats**
- **Tools for design activities**

### HOW TO USE THIS TOOLKIT:

This tool will help you facilitate a process with community members and staff, along with other key stakeholders and parties that are involved with living, maintaining, and servicing your project. It will help you include feedback and design direction from a broad range of constituents.

- **This toolkit was meant to act as a guide.**
- **You can implement single activities**
- **Or use an entire workshop format**
- **Just use the facilitation advice.**

This was meant to be personalized and adjusted for your specific needs. Basic activities are outlined. Use these as inspiration and build upon these activities and get creative!

*Outreach is a vital component to get the community to attend the workshop. The more people you can get in the room, the better. It is encouraged to publicize and do active outreach.*

*When inviting participants, be mindful to have equal representation of gender, cultures, and roles, to ensure there is balance and comprehensive involvement. Varied input and experiences the participants bring will only enhance the workshop.*

## WHEN SHOULD WE HOLD THESE WORKSHOPS?

It is best to conduct community engagement session early on in the development process.

It is encouraged to have these types of engagement sessions and community presentations at each major design milestone including the program development, the beginning of Design, the beginning of Design Development and prior to construction to ensure the project is progressing in a productive direction. Having final community sign-off before the construction document phase ensures more successful project delivery.

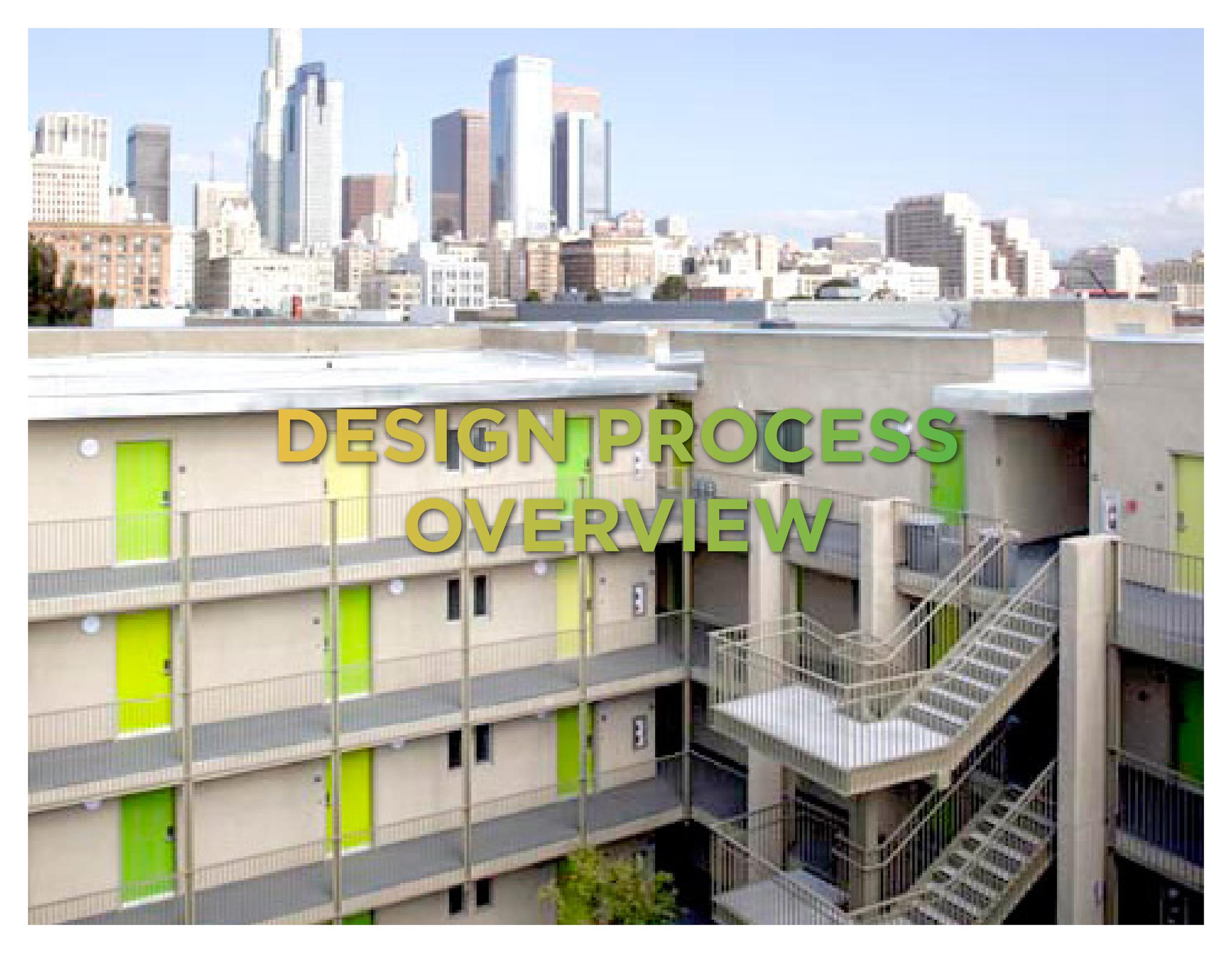
Additionally, holding input sessions after construction can bring insight on how to programatically improve spaces post-occupancy and what systems may need attention, resulting in more effective asset management. The design process is not complete after construction. Revisiting the design after construction completion is also an opportunity to document lessons learned for future projects.

## WHO SHOULD ATTEND THESE WORKSHOPS?

These workshops are intended to include those that do not have design or technical backgrounds in housing development. It is valuable to have many different stakeholders in one room, not only to provide input, but create the opportunity to listen to each other.

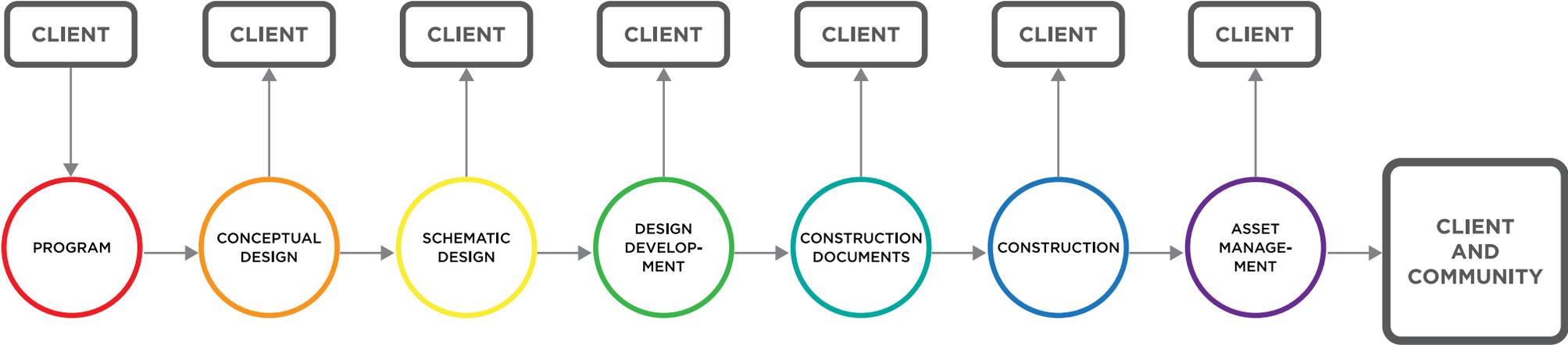
### SUGGESTED ATTENDEES:

- **Housing development staff**
- **Property management staff**
- **Asset management staff**
- **Resident services/service providers**
- **Facilities and maintenance staff**
- **On-site building managers**
- **Future residents or residents from the existing community**
- **Architectural team and consultants**
- **Neighbors**
- **Other stakeholders such as the citizen based non-profits, neighborhood planning associations, and Business Improvement Districts.**



# DESIGN PROCESS OVERVIEW

# TYPICAL DESIGN PROCESS:



**THE CONVENTIONAL DESIGN PROCESS TENDS TO BE LINEAR, WITH INTERMITTENT PRESENTATIONS AND CHECK-INS WITH THE CONTRACTED CLIENT.**

Although there are iterations within each milestone of the design process, the development of the project is driven by the architect rather than the end-user community.

# PARTICIPATORY DESIGN PROCESS

THE PARTICIPATORY DESIGN PROCESS IS COMMUNITY DRIVEN.

Community engagement redefines the client to extend beyond the person who contracts the project, to include residents, maintenance staff, service providers, adjacent stakeholders and more. The participatory process holds community input and approval at its center, with all design phases moving through the community. This ensures appropriate design, effective building functions, and community buy-in.



A modern, multi-story white building with a courtyard. The building has a stepped, geometric design with various window placements and a prominent yellow horizontal stripe. In the foreground, a courtyard is filled with people sitting at tables, suggesting a community event or gathering. The scene is set during the day with a clear blue sky.

# FACILITATION TIPS AND TECHNIQUES

# THE ROLE OF THE FACILITATOR

*Facilitation Tips are highlighted throughout the toolkit*

**THE FACILITATOR SETS THE TONE, KEEPS THE CONVERSATION PRODUCTIVE, AND MAINTAINS A HIGH LEVEL OF PARTICIPATION FROM AS MANY PEOPLE AS POSSIBLE.**

It is a main focus to create a safe space for all participants.

The facilitator is not the expert or the voice of authority, instead, their role is a neutral position that encourages and empowers the group to actively engage in the workshop. The facilitator should be familiar with the project but does not need to hold all the answers.

Other roles of the facilitator are to ask generative questions when the conversation begins to lull, maintain the agenda and goals, along with keeping time.

Importantly, the facilitator should keep the energy up and participation active.

Challenges for the facilitator are to keep the discussion relevant and on-track. When the conversation begins to veer, it is important to ask a question that reroutes the dialog back on-agenda. Another difficulty that may arise during these workshops is having one person dominate the conversation. If this occurs, it's helpful to remind the group of the ground rules, without singling out the person. The facilitator should never alienate or silence participants, rather they should steer the conversation to maintain a level of constructive discussion.

Also, have the facilitator or a note-taker write comments down in real time on large sized chart paper at the front of the room. This not only reinforces the notion that comments are being listened to, it is a tangible reminder and summary of the session. When taking notes, be sure to try to write the actual verbage of the participant. If the note-taker summarizes or uses his/her own synopsis of the comment, the participant may not feel like they are being heard- by writing down their exact comments, it ensures there is nothing lost in translation, and that their comment is valid as-is.



TIME: 10 MINS



MATERIALS: NONE

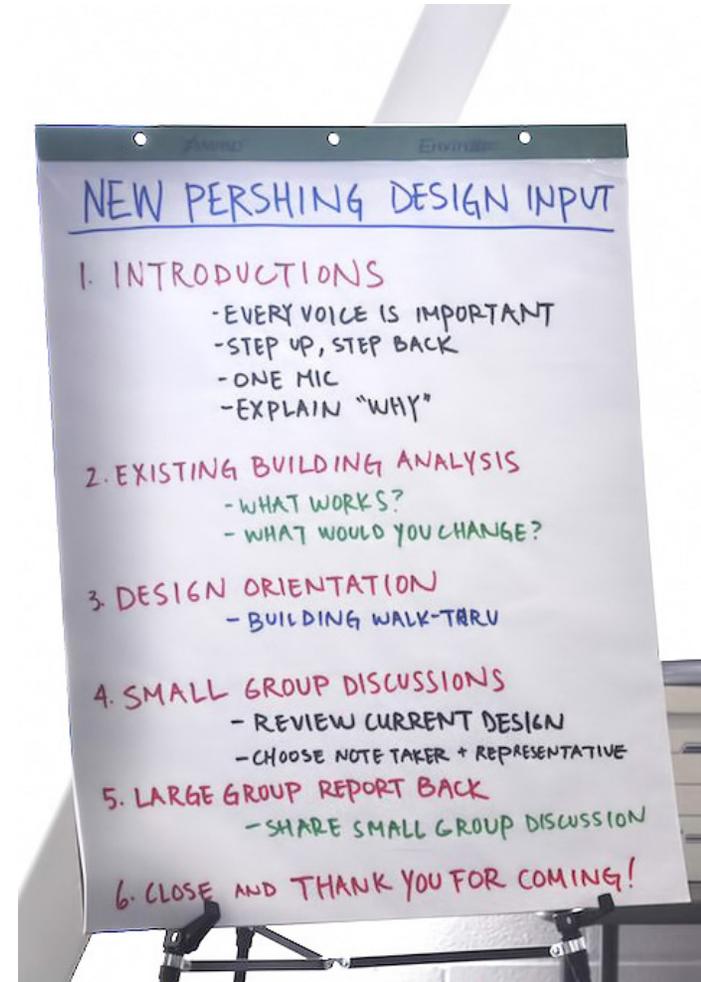
*Have the agenda written on chart paper at the front of the room, rather than handouts.*

# FACILITATION ACTIVITIES

## WELCOME AND INTRODUCTIONS:

At the beginning of the workshop, welcome the group. It is important to thank everyone for dedicating time to participate in the workshop and remind them that their participation is a vital part of the design process. State the goal of the session as well as the agenda for the day.

At the onset of the meeting, be sure to have a round of introductions of everyone. Go around in a circle and have everyone introduce themselves. This allows all the voices in the room to be heard and reinforces that everyone is equally important. Do not just formally introduce guests or the project team, all the participants deserve introductions.



# PARTICIPATORY DESIGN TOOLKIT



10 MINS



SLIPS OF PAPER  
PENS

*All these activities help open up the conversation, but emphasize that everyone has a different voice, interpretation, and perspective on things. These differences only make the conversation stronger.*

*If the group size exceeds 35 people, consider using an Energizer (p.14) as an icebreaker, as these activities may be too time intensive.*

## ICEBREAKER ACTIVITY:

To set the tone of inclusion and “every voice matters”, it’s a great idea to begin with an inclusive icebreaker activity. It will warm up the discussion and break the formality of the atmosphere and differentiate the workshop from a typical meeting.

ACTIVITY	EXPLANATION	SAMPLE QUESTIONS
<b>QUESTION CIRCLE</b>	During introductions, beyond stating one’s name, role/involvement with the project, ask an unrelated question that everyone can relate to but also reveals something specific about the participant and allows others to connect and understand each other on a more personal level. This can help break down boundaries.	<ul style="list-style-type: none"><li>• <b>What is your favorite part of the city?</b></li><li>• <b>When I think of summertime, I think of _____</b></li><li>• <b>My most vivid happy childhood memory is _____</b></li></ul>
<b>30 SECOND FREE-WRITE:</b>	Hand out slips of paper and ask the participants to spend 30 seconds writing about a shared topic. Instruct them to never stop moving their pens and to keep writing, even if it is nonsensical or irrelevant. Make sure they just keep the pens moving. After the 30 seconds, have each person read their slip of paper. Have each person go immediately after one another, to create a group poem.	<ul style="list-style-type: none"><li>• <b>Favorite open space,</b></li><li>• <b>Questions from the Question Circle.</b></li><li>• <b>Anything to have everyone focus one 1 topic, to create have everyone thinking about the same idea.</b></li></ul>
<b>INTRODUCE YOUR PARTNER</b>	Have all the participants pair up. Give 3-5 minutes for the pairs to introduce themselves and get acquainted. Regroup into the large group and have each pair introduce their partner. This will make the partners listen closely to the introductions.	



10 MINS



LARGE CHART PAPER  
MARKERS

**SETTING GROUND RULES:**

It is important to set the correct tone to the workshop. Ground rules help keep a framework that people can all hold, which is important when holding a large meeting. Before starting the in depth conversation, suggest a few “Ground Rules”. Explain them and write them on chart paper, in front of the group.

*Sometimes “ground rules” are called norms or guidelines. Use the appropriate terms to set the correct tone.*

*Refer back to the ground rules if the discussion gets out of hand or if participants do not uphold their code of conduct.*

GROUND RULE	EXPLANATION
<b>EVERY VOICE IS IMPORTANT</b>	This reinforces that every person, every comment is equally valid.
<b>STEP UP, STEP BACK</b>	The facilitator will not “call” on people. Instead, this is an environment of voluntary engagement. Notice if you are often dominating the conversation, then Step Back. If you feel your voice is not as involved, Step Up.
<b>ONE MIC</b>	One person speaks at a time, raise a hand if you’d like to say something.
<b>EXPLAIN “WHY”</b>	To ensure that comments are productive and not just criticism, ask participants to always explain “why”.

Ask if they have other suggestions for ground rules. At the end of this portion, ask if everyone agrees with these ground rules. Once an agreement is given, ask that they uphold and respect these ground rules.



5 - 10 MINS



NONE

**ENERGIZERS:**

When the tone of the room becomes sluggish or disengaged, Energizers are a great way to pick up the activity, give the participants a little bit of a break and reengage in the process. Below are a few, short and effective activities. Energizers should only take 5-10 minutes at most, as not to break the entire concentration of the workshop.

ACTIVITY	EXPLANATION	SAMPLE QUESTIONS
<b>“HAVE YOU EVER...”</b>	Have participants sit down. Ask simple questions, and if they have participated in that type of activity, ask them to stand. This will highlight commonalities, as well as get peoples blood flowing.  You can ask follow-up questions to the standing group as well- such as “Who is from the East Coast?” then ask “Who is from NYC?”.	<ul style="list-style-type: none"> <li>• <b>Who has crossed the equator?</b></li> <li>• <b>Who can speak 3 languages?</b></li> <li>• <b>Who is from the East Coast?</b></li> </ul>
<b>LINE-UP</b>	Get everyone out of their seats and have the group “Line-up” according to different categorizations. This will have the group interacting with one another and out of the chairs.	Line-up by birthdays, alphabetically by first name, shoe size.

**KEEPING THE DISCUSSION ON TARGET AND DEALING WITH DISRUPTIVE COMMENTS:**

 DURATION OF THE WORKSHOP

 CHART PAPER MARKERS

ACTIVITY	EXPLANATION	SAMPLE STATEMENT
<b>PARKING LOT</b>	This tool is useful for facilitating discussions that begin to veer off agenda. If there are comments that are irrelevant or break the focus of the discussion, you can place them in the “parking lot”. The parking lot is a piece of chart paper on the side of the room. Explain to the group that because all comments are valid, some that are off-topic will need to be placed in the “ parking lot” for future discussion. You can revisit comments in the if they become relevant or during the closing you can state the items in the and how they can be addressed at a future time.	“That is a great comment and it’s important that we address it, but we’re focusing on XYZ, so I will place this comment in the parking lot , so that we can discuss it when we are at that topic.”

## SMALL GROUP VS. LARGE GROUP ACTIVITIES

*Make sure all activities are accessible to everyone. Be sensitive to varying levels of skills, literacy, and public speaking*

*Space Setup: The arrangement of tables and chairs also sets a tone. Avoid the traditional meeting setup that has everyone sitting around one table. This will be an active session. Try to maintain a sense of openness, set up chairs in a circle, without a table barrier.*

*During the small group sessions, have a breakaway area where groups are at smaller tables.*

*Have large chart paper pads on easels or on the wall, where everyone can read them. Have drawings or the model in an area where people can easily see, get up, and look closely and walk around.*

### LARGE GROUP ACTIVITIES

Large groups help to keep everyone on the same page and allows all comments to be heard in real-time. One person's comment may spark additional comments, creating a productive environment. Large group activities may become prohibitive if the crowd becomes too large to provide an inclusive environment.

### SMALL GROUP ACTIVITIES

Breaking into smaller groups to allow for more in-depth conversation regarding design. Sometimes breaking into smaller groups will allow more people to participate. Not everyone is extroverted and enjoys speaking in front of everyone.

It is important to share the comments and dialog from the small groups with the larger group, so all the feedback from the smaller sessions is brought to the collective. If you break into small groups, make sure there is a note-taker and a volunteer to report back to the larger group, so everyone can understand what happened in the other conversations.

### LARGE GROUP REPORT BACKS

Report backs brings everyone up to speed. Have the volunteer speaker from each small group summarize the discussion. During report backs, the facilitator should create a compiled list of notes, aggregating all the comments.



# DESIGN ANALYSIS ACTIVITIES



## PARTICIPATORY DESIGN TOOLKIT



20 MINS



CHART PAPER  
3 DIFFERENT COLOR DOT STICKERS

### ALWAYS, SOMETIMES, NEVER

This activity will help you understand the amount of time the community spends in each type of space, and what areas are priorities, based on durational experience.

1. On a large wall, write each type of space on chart paper in large letters. Alternatively, you can hang a large print out of a building plan if available.
2. Handout the 3 different color dots.
3. Have the participants place stickers on the chart paper based on **ALWAYS, SOMETIMES, NEVER**.
4. Have participants share their stickers and explain why they use or do not use certain spaces for long periods of time.



10 MINS



10 MINS

*Facilitator or note-taker should document comments on Chart paper.*



### MOST EFFECTIVE FOR:





25 MINS



ROOM CARDS (P. 29-30 OF THIS TOOLKIT)  
PENS  
CHART PAPER  
EASELS  
MARKERS IN DIFFERENT COLORS

*Focus on function and building use. Remind the group that they don't need to replace or designate where walls go, but focusing on user experience and how the spaces function are more important. This will help provide a framework for discussing the design since they have articulated aspects of things they like and are challenged by.*

### MY FAVORITE PLACES

The goal is to document how existing spaces are currently being used, identify successful spaces, and why these areas are successful. Everyone can speak about their current living situation, this is the expertise the participants bring to the table.

1. Hand out the room cards available at the end of the toolkit on p. 29-30.
2. Have each person write on each card their favorite characteristic of the space and why. Have them list the activities that take place in the space as well.
3. On a wall in the front of the room, have chart paper with each room largely print. Have each tape their cards on each larger chart and explain their favorite aspects of the space. (15 mins)
4. The resulting chart paper will have important qualities to include in future projects.



10 MINS



15 MINS



**MOST EFFECTIVE FOR:**





30 MINS



ROOM CARDS (P. 29-30 OF THIS TOOLKIT)  
PENS  
CHART PAPER

### IDENTIFYING BARRIERS

This activity will uncover why spaces are not working and methods to improve them

1. Hand out the room cards at the end of the toolkit.
2. Have each person write on each card the most challenging aspects of the space and why. Have them describe why they choose not to use the space or have them identify if they have any difficulties in the space.
3. On the reverse of the card, have the participants provide a "solution" to their barrier or ways to remedy the challenge, inconvenience or other adverse aspects of the space. This can be written or drawn.
4. Have individuals share their cards with the group.
5. At the end of the activity, collect all the cards for documentation.



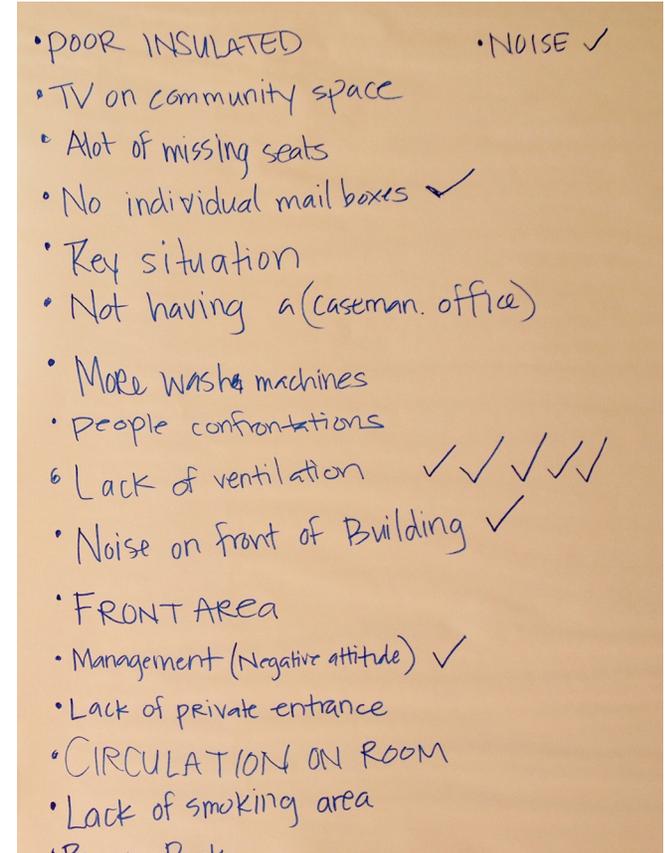
10 MINS



10 MINS



10 MINS



**MOST EFFECTIVE FOR:**



PARTICIPATORY DESIGN TOOLKIT



45 MINS



ROOM CARDS (P. 29-30 OF THIS TOOLKIT)  
PENS  
CHART PAPER

SIDE BY SIDE

The goal of the exercise is to understand the relationship between programs and how to effectively organize the building functions based on programmatic adjacencies.

1. Divide the large group into smaller groups of 3-4 people. Provide each group with multiple sheets of chart paper and a pack of building rooms.
2. Have each group place 2-4 rooms next to each other on chart paper. On the chart paper, have them write out why it is important for the two rooms to be connected or close to each other. Be sure to emphasize that this is based on how they wish the spaces related to each other and not only on how they are usually placed in relationship to each other.
3. Have each group present their room relationships.



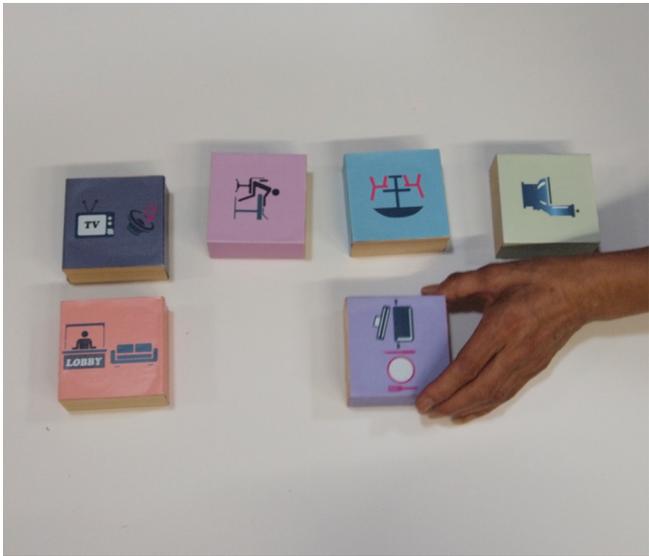
20 MINS



15 MINS



10 MINS



MOST EFFECTIVE FOR:



## PARTICIPATORY DESIGN TOOLKIT



35 MINS



PRECEDENT IMAGES  
PRINTED IN COLOR  
2 DIFFERENT COLOR POST-IT'S  
PENS

### QUALITIES OF SPACE:

Using precedent images, this activity will allow you to understand the characteristics of space that the community is attracted to.

1. On a wall, post images of existing spaces for all the major categories of space included in the back of this toolkit. Use photos that are descriptive and showcase materiality, space planning, and possible functions.
2. Have all participants get up and examine each photo.
3. Distribute 2 different color post-it notes to all the participants. Have them write on one color post-it note why they like the space and stick a note on each image. If the participants do not like certain images, have them use the second color post-it note to explain why they do not like the image or how they would like to change the image.
4. Have participants share and explain their Post-it notes.



5 MINS



15 MINS



15 MINS



### MOST EFFECTIVE FOR:



# PARTICIPATORY DESIGN TOOLKIT



60 MINS



DESIGN DRAWINGS  
SCISSORS  
TAPE  
MARKERS  
CHART PAPER

*The architect should speak in everyday terms and avoid technical jargon. It will be helpful to describe the path of travel through the building from the perspective of a potential user.*

*Be sure to explain architectural drawings. For example, a plan is a bird's eye view of the building.*

*If the architect is not interested in participating in these types of workshops, it may help to explain that the community process will only enhance the design of the building.*

## CUT AND PASTE DESIGN

The goal of the exercise is to reimagine an existing design proposal.

1. Have the architectural team give a building overview and walk through of the design proposal. Have them use drawings, models, model photos to describe the project. Allow the group to ask clarifying questions.
2. Divide the large group into smaller groups of 3-4 people. Provide each group with a set of plans of each floor of the project. Have them closely review the drawings.
3. Within each group, encourage them to cut apart the building and begin to piece it back together, based on a user's perspective. If parts of the building are working well, have them highlight the area with a marker.
4. Have each group present their reimaged building.



10 MINS



10 MINS



20 MINS



20 MINS

### MOST EFFECTIVE FOR:



PARTICIPATORY DESIGN TOOLKIT



45 MINS



DESIGN DRAWINGS  
(PRINTED OR PROJECTED)  
MARKERS  
CHART PAPER

*Refer to the interview exercise for questions to pose during the discussion if the conversation needs direction.*

*Additionally, it is helpful when the facilitator restates confusing comments to clarify what was said.*

DESIGN ORIENTATION

The goal of the exercise is to present a developed design proposal for review and approval by the community. Ideally, this is a follow up presentation from prior participatory design workshops.

- 1. Have the architectural team give a building overview and walk through of the design proposal. Have the architect create different scenarios of experience. For example, as a resident, manager or employee, this is the path of travel through the buildings. This will ensure that everyone understands how all the spaces are used and their relationship to each other. Have the architect explain suggestions incorporated into the design based on previous design workshops with the group (if applicable). Use drawings, models, model photos to describe the project.
- 2. Allow the group to ask clarifying questions.
- 3. Open up the discussion to critiques or suggestions for the project. Document all comments on chart paper.



15 MINS



15 MINS



15 MINS

MOST EFFECTIVE FOR:





10 - 60 MINS



VOICE RECORDER  
NOTEPAD  
PEN

*Always ask before taking photos.*

*Always ask before recording audio.*

*Take diligent notes.*

## INTERVIEWS

Sometimes formal workshops with large groups are not possible or appropriate. In lieu of group activities, individual or group interviews are insightful and helpful to the design process.

Below are possible ways of gaining experiential information regarding building use to inform the design process.

CATEGORY OF SPACE	EXAMPLE OF THE SPACE	SAMPLE QUESTIONS TO ASK
COMMUNITY SPACES	Community kitchen, multipurpose rooms, laundry, exercise room, computer lab	<ul style="list-style-type: none"> <li>• <i>What activities take place here?</i></li> <li>• <i>What activities do you wish took place here?</i></li> <li>• <i>How often do you use the space?</i></li> <li>• <i>What can be included so that you would use it more?</i></li> <li>• <i>What does this area feel like?</i></li> </ul>
OPEN SPACES	Courtyards, gardens, play area	<ul style="list-style-type: none"> <li>• <i>How does this space compare to indoor areas?</i></li> <li>• <i>What is valuable or important?</i></li> </ul>
SOCIAL SERVICE SPACES	Offices, clinics, service facilities, day care	<ul style="list-style-type: none"> <li>• <i>How would you describe the interaction with the staff?</i></li> <li>• <i>Does the space make you want to use the services?</i></li> <li>• <i>What are barriers that keep you from using this space?</i></li> <li>• <i>What is lacking?</i></li> </ul>
MANAGEMENT OFFICES	Property management offices, janitor storage, maintenance areas	<ul style="list-style-type: none"> <li>• <i>What can be included to make your job more efficient?</i></li> <li>• <i>What qualities are successful and help your job?</i></li> </ul>
UNITS/APARTMENTS	Bedrooms, kitchen, bathroom, unit storage	<ul style="list-style-type: none"> <li>• <i>What elements are most important to you?</i></li> <li>• <i>What would you include? What is missing?</i></li> </ul>
ENTRY	“Front door” and lobby area	<ul style="list-style-type: none"> <li>• <i>Is the space welcoming? What makes it welcoming?</i></li> <li>• <i>What is the relationship to the street?</i></li> <li>• <i>Does the entry feel secure?</i></li> </ul>
URBAN DESIGN ELEMENTS	Connection to side walk, site plan, relationship to adjacent buildings, parking areas	<ul style="list-style-type: none"> <li>• <i>How is security and eyes on the street addressed?</i></li> <li>• <i>If you were to walk by, what are your impressions?</i></li> <li>• <i>Is it convenient to get to the front door?</i></li> <li>• <i>Do you feel safe on the site?</i></li> </ul>
CIRCULATION	Corridors, elevator placement, stairs	<ul style="list-style-type: none"> <li>• <i>Do you use the stairs or the elevator?</i></li> <li>• <i>How convenient is it to get from area to area?</i></li> <li>• <i>Do you feel safe walking around the inside of the building?</i></li> <li>• <i>What is the relationship between the residents and patrons?</i></li> <li>• <i>How is the interaction?</i></li> </ul>
RETAIL/COMMERCIAL AREAS	Storefronts, businesses on-site	<ul style="list-style-type: none"> <li>• <i>What is the retail spaces connection to the street?</i></li> <li>• <i>How can the retail space be more active?</i></li> </ul>

**MOST EFFECTIVE FOR:**





10 MINS



CHART PAPER  
MARKERS

# CLOSING THE DESIGN WORKSHOP AND NEXT STEPS:

**THE FACILITATOR SHOULD WRAP UP  
THE SESSION, SO THAT THE WORKSHOP  
FORMALLY HAS AN END.**

1. Summarize the session with the major points uncovered during the workshop. Reiterate the main points and close the session with the outcomes of the workshop so that the result is clear and everyone ends on the same page.
2. Announce the next steps in the design process. Inform the group that the architectural team will incorporate the input uncovered during the design workshop.
3. Thank the participants for their insights and contributions. The project will only be better with their feedback based on lived experiences and existing building developments.
4. Document the session. Directly after the workshop, photograph or document all the chart paper and comments. Send all materials, along with programmatic direction to the architectural team.
5. Hold a follow up meeting for each milestone of the design process. The follow up workshop should reflect the feedback created during previous design workshop. This closes the feedback loop and ensures the community that their comments were integrated, and that their feedback was valuable and useful. This will also hold the architectural team accountable to include ideas and suggestions from the engagement session into the design.



**DESIGN TOOLS**

# SUGGESTED WORKSHOP FORMATS:

## PROGRAM DESIGN WORKSHOP (1 HOUR 45 MINS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- Sometimes, Always, Never (20 mins)
- Side by Side (45 mins)
- Closing and Next Steps (10 mins)

## CONCEPTUAL DESIGN WORKSHOP (1 HOUR 35 MINS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- My Favorite Places (25 mins)
- Identifying Barriers (30 mins)
- Closing and Next Steps (10 mins)

## SCHEMATIC DESIGN WORKSHOP (2 HOURS 25 MINS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- Design Orientation (45 mins)
- Cut and Paste Design (60 mins)
- Closing and Next Steps (10 mins)

## DESIGN DEVELOPMENT WORKSHOP (2 HOURS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- Qualities of Space (35 mins)
- Design Development Orientation (45 mins)
- Closing and Next Steps (10 mins)

## CONSTRUCTION WORKSHOP (1 HOUR 25 MINS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- Final Design Orientation (45 mins)
- Closing and Next Steps (10 mins)

## ASSET MANAGEMENT WORKSHOP (1 HOUR 35 MINS):

- Welcome and Introductions (10 mins)
- Ice Breaker Activity (10 mins)
- Set Ground Rules (10 mins)
- My Favorite Places (25 mins)
- Identifying Barriers (30 mins)
- Closing and Next Steps (10 mins)

# DESIGN ACTIVITIES SUMMARY

PHASE	GOAL	ACTIVITY
 <p>PROGRAM</p>	To have a strong understanding of building functions and detailed program requirements	<ul style="list-style-type: none"> <li>Always, Sometimes, Never</li> <li>My Favorite Places</li> <li>Identifying Barriers</li> <li>Side by Side</li> <li>Qualities of Space</li> <li>Interviews</li> </ul>
 <p>CONCEPT DESIGN</p>	Begin to determine how building performance results in spatial requirements	<ul style="list-style-type: none"> <li>Always, Sometimes, Never</li> <li>My Favorite Places</li> <li>Identifying Barriers</li> <li>Program Adjacencies</li> <li>Qualities of Space</li> <li>Design Orientation</li> <li>Cut and Paste Design</li> <li>Interviews</li> </ul>
 <p>SCHEMATIC DESIGN</p>	Receive input and direction on design proposals based on in-depth user-centric needs and barriers.	<ul style="list-style-type: none"> <li>My Favorite Places</li> <li>Identifying Barriers</li> <li>Side by Side</li> <li>Qualities of Space</li> <li>Design Orientation</li> <li>Cut and Paste Design</li> <li>Interviews</li> </ul>
 <p>DESIGN DEVELOPMENT</p>	Refine design based on specific direction from end-user experience and evaluation	<ul style="list-style-type: none"> <li>Qualities of Space</li> <li>Design Orientation</li> <li>Cut and Paste Design</li> </ul>
 <p>CONSTRUCTION</p>	Share final designs for final input and minor design changes.	<ul style="list-style-type: none"> <li>Design Orientation</li> </ul>
 <p>ASSET MANAGEMENT</p>	Post-construction and post-occupancy, begin to understand successes and challenges and how to improve the building. The design process does not end with construction...	<ul style="list-style-type: none"> <li>My Favorite Places</li> <li>Identifying Barriers</li> <li>Interviews</li> </ul>

**ENTRANCE AND LOBBY**

**LAUNDRY ROOM**

**MANAGER'S OFFICE**

**SOCIAL SERVICE OFFICES**

**APARTMENT KITCHEN**

**COMMUNITY  
MULTIPURPOSE  
ROOM**

**BEDROOM**

**LIVING ROOM**

**BATHROOM**

**COMMUNITY KITCHEN**

**PUBLIC BATHROOM**

**STAFF BATHROOM**



**COURTYARD**

**GARDEN**

**TRASH ROOM**

**JANITOR CLOSET**

**STORAGE**

**ELEVATOR**

**RETAIL/COMMERCIAL**

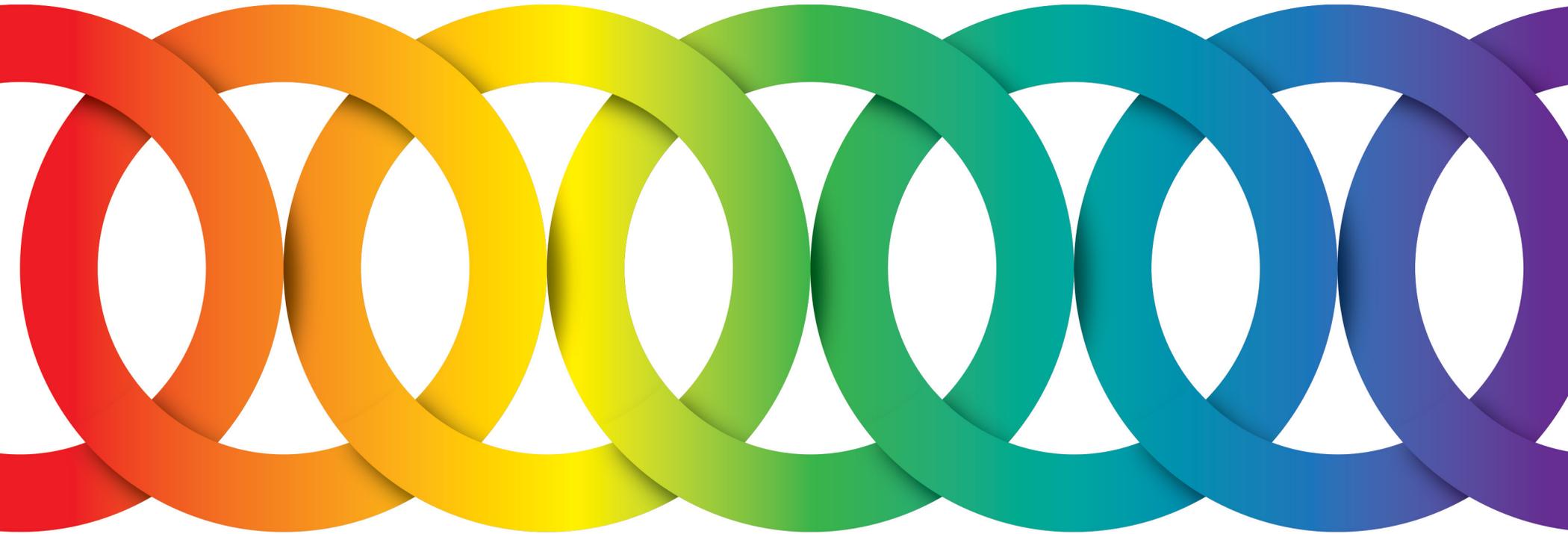
**EXERCISE ROOM**

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**THIS TOOLKIT IS INTENDED TO FOSTER DIALOG ABOUT BUILDING PROGRAMS AND DESIGN. THE GOAL IS TO CREATE INFORMED DESIGN GOALS FOR THE PROJECT BASED ON COMMUNITY INPUT AND RESIDENT EXPERIENCES. THIS IS JUST AN OUTLINE FOR IMPLEMENTATION AND IS ONLY A GUIDE. THE MORE YOU CAN CUSTOMIZE THIS TOOL FOR YOUR COMMUNITY AND PROJECT, THE MORE EFFECTIVE IT WILL BE.**

**THIS TOOL IS PART OF A SERIES OF DESIGN RESOURCES DEVELOPED BY ENTERPRISE ROSE ARCHITECTURAL FELLOWS, AS PART OF THE NATIONAL DESIGN LEADERSHIP INITIATIVE OF ENTERPRISE COMMUNITY PARTNERS.**

**CONTENT GENERATED AND COMPILED BY THERESA HWANG, ROSE FELLOW 2009-2012.**

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**GRAPHIC DESIGN BY FRAMESHIFT.**