

#### ABOUT BLAH BLAH BLAH

Ever been to so many meetings that you couldn't get your work done? Ever fallen asleep during a bulletpoint presentation? Ever watched the news and ended up knowing less? Welcome to the land of Blah Blah Blah.

The Problem: We talk so much that we don't think very well. Powerful as words are, we fool ourselves when we think our words alone can detect, describe, and defuse the multifaceted problems of today. They can't-and that's bad, because words have become our default thinking tool.

The Solution: This book offers a way out of blah-blah. It's called "Vivid Thinking."

#### **ABOUT DAN ROAM**

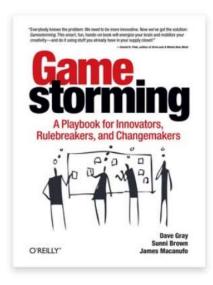
Dan Roam is the internationally bestselling author of five books on visual communication, including The Back of the Napkin, Blah Blah Blah, and Show and Tell, and is the founder of the Napkin Academy, the world's first online visual-thinking training... More about Dan Roam

[ πηγή: https://www.penguinrandomhouse.com/books/308747/blah-blah-blah-by-dan-roam/ ]



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### Gamestorming

by Dave Gray, Sunni Brown, James Macanufo

Released July 2010

Publisher(s): O'Reilly Media, Inc.

ISBN: 9780596804176

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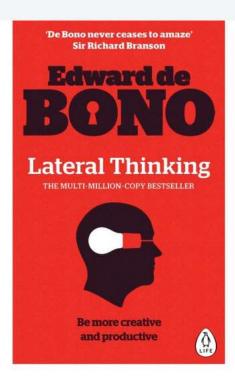


Great things don't happen in a vacuum. But creating an environment for creative thinking and innovation can be a daunting challenge. How can you make it happen at your company? The answer may surprise you: gamestorming.

This book includes more than 80 games to help you break down barriers, communicate better, and generate new ideas, insights, and strategies. The authors have identified tools and techniques from some of the world's most innovative professionals, whose teams collaborate and make great things happen. This book is the result: a unique collection of games that encourage engagement and creativity while bringing more structure and clarity to the workplace. Find out why -- and how -- with Gamestorming.

- Overcome conflict and increase engagement with team-oriented games
- Improve collaboration and communication in cross-disciplinary teams with visual-thinking techniques
- Improve understanding by role-playing customer and user experiences
- Generate better ideas and more of them, faster than ever before
- Shorten meetings and make them more productive
- Simulate and explore complex systems, interactions, and dynamics
- Identify a problem's root cause, and find the paths that point toward a solution

Features Books Authors About Us Penguin Shop



Imprint: Penguin Life Published: 25/08/2016 ISBN: 9780241257548 Length: 272 Pages

Dimensions: 198mm x 17mm x 129mm

**Weight: 191**g **RRP:** £9.99

### Lateral Thinking

A Textbook of Creativity

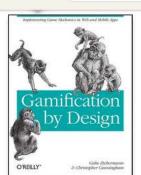
### Edward de Bono



Q

THE classic work about improving creativity from world-renowned writer and philosopher Edward de Bono

In schools we are taught to meet problems head-on:
what Edward de Bono calls 'vertical thinking'. This
works well in simple situations - but we are at a loss
when this approach fails. What then?
Lateral thinking is all about freeing up your imagination.
Through a series of special techniques, in groups or
working alone, Edward de Bono shows how to
stimulate the mind in new and exciting ways



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### **Gamification by Design**

by Gabe Zichermann, Christopher Cunningham

\*\*\*\* 3.64 · F Rating details · 458 ratings · 40 reviews

What do Foursquare, Zynga, Nike+, and Groupon have in common? These and many other brands use gamification to deliver a sticky, viral, and engaging experience to their customers. This book provides the design strategy and tactics you need to integrate game mechanics into any kind of consumer-facing website or mobile app. Learn how to use core game concepts, design patterns, and meaningful code samples to a create fun and captivating social environment.

Whether you're an executive, developer, producer, or product specialist, *Gamification by Design* will show you how game mechanics can help you build customer loyalty.

Discover the motivational framework game designers use to segment and engage consumers
Understand core game mechanics such as points, badges, levels, challenges, and leaderboards
Engage your consumers with reward structures, positive reinforcement, and feedback loops
Combine game mechanics with social interaction for activities such as collecting, gifting, heroism, and status
Dive into case studies on Nike and Yahoo!, and analyze interactions at Google, Facebook, and Zynga
Get the architecture and code to gamify a basic consumer site, and learn how to use mainstream gamification APIs from Badgeville



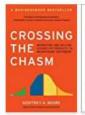






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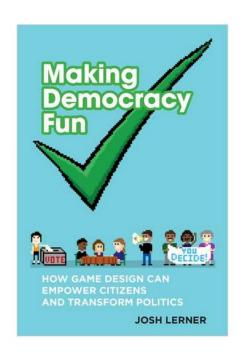
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### Making Democracy Fun

How Game Design Can Empower Citizens and Transform Politics



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By Josh A. Lerner

Drawing on the tools of game design to fix democracy.

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Author(s)

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Hardcover \$32.00 T ISBN: 9780262026871



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new book, which uses a huge variety of cases and a compulsively readable style to show how public participation can be made gratifying. interesting, and enjoyable. Lerner shows how smart organizers and leaders are figuring out how we can move beyond dry, boring. unproductive public processes.

Matt Leighninger, Executive Director, The Deliberative Democracy Consortium, and author of The Next Form of Democracy

### Related Podcast



EPISODE 61 (APR. '14): Josh Lerner Tuesday, 01 April, 2014

### Online Attention

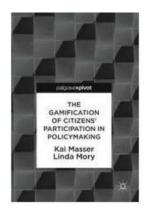
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of good game design. What if public meetings featured competition and collaboration (such as team challenges), clear rules (presented and modeled in multiple ways), measurable progress (such as scores and levels), and engaging sounds and visuals? These game mechanics would make meetings more effective and more enjoyable – even fun.

Lerner reports that institutions as diverse as the United Nations, the U.S. Army, and grassroots community groups are already using games and game-like processes to encourage participation. Drawing on more than a decade of practical experience and extensive research, he explains how games have been integrated into a variety of public programs in North and South America. He offers rich stories of game techniques in action, in children's councils, social service programs, and participatory budgeting and planning. With these real-world examples in mind, Lerner describes five kinds of games and twenty-six game mechanics that are especially relevant for democracy. He finds that when governments and organizations use games and design their programs to be more like games, public participation becomes more attractive. effective, and transparent. Game design can make democracy fun – and make it work.

[ πηγή: https://mitpress.mit.edu/books/making-democracy-fun ]



# The Gamification of Citizens' Participation in Policymaking

Authors: Masser, Kai, Mory, Linda

Examines the use of game elements to encourage citizens to participate in political decision-making and the planning of large-scale public sector projects

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#### About this book

About the authors

This book examines the use of game elements to encourage citizens to participate in political decision-making and the planning of large-scale public sector projects. It argues that success is based on a personal concern with the project and a belief in the influence on political decision making, but also on fun. Without fun, only a very small group of the 'usual suspects' will participate, especially in classic policymaking approaches like citizens' panels which require time and physical attendance. The book also examines the relationship between representative democracy and citizen participation from the perspective of direct democratic instruments in Germany. Readers from different countries with different political systems can decide for themselves, if and how the results from Germany are transferable to their respective conditions. Grounded in theoretical literature and statistical data, the book also makes use of narratives, applying a 'storytelling' approach to the case studies.



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### Περιγραφή

Η συμμετοχή του κοινού στα ζητήματα του Περίληψη:

σχεδιασμού αναδεικνύεται σήμερα πιο επίκαιρη από ποτέ, υπό το φως της αυξανόμενης πολυπλοκότητας και αβεβαιότητας των σύγχρονων

προβλημάτων, που απορρέει από τις ραγδαίες κοινωνικές, οικονομικές,

πολιτιστικές, περιβαλλοντικές, τεχνολογικές και άλλες εξελίξεις και το περιβάλλον που αυτές διαμορφώνουν, εντός του οποίου λαμβάνονται οι αποφάσεις του σχεδιασμού. Για την αντιμετώπιση της πολυπλοκότητας

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### Participatory Design and Self-building in Shared Urban Open Spaces

Community Gardens and Casitas in New York City

Authors: Mees, Carolin

This book contains a special chapter of the lessons learned from author's field experience in leading the participatory design and self-building process of community gardens in New York City provides readers with practical insightIncludes in depth information about participatory design and self-building in shared urban open spaces in New York City.

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About this book

About the authors

The book investigates the development of community gardens with self-built structures, which have existed as a shared public open space land use form in New York City's low-come neighborhoods like the South Bronx since the 1970s. These gardens have continued to be part of the urban landscape until today, despite conflicting land use interests, changing residents groups and contradictory city planning. Both community gardens and self-built structures are created in a participatory design and self-built effort



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### **Disentangling Participation**

Power and Decision-making in Participatory Design

Authors: Bratteteig, Tone, Wagner, Ina

The first in-depth, detailed analysis of issues of power and decision-making in Participatory Design, based on rich empirical material

Reviews and compares a wide range of theories from the social sciences and design communities, building a conceptual framework for understanding issues of power in collaborative contexts

Translates highly complex as well as contested concepts, such as power and decision-making, into a design context, making them available to researchers and designers for reflection and analysis



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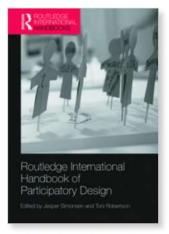






#### About this book

Providing a critical view on user participation in design, disentangling decision making and power in design, this book uses fieldwork material from two large participatory design projects: one experimental



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1st Edition

### Routledge International Handbook of Participatory Design

Edited By Jesper Simonsen, Toni Robertson

Copyright Year 2013

ISBN 9780415720212 Published June 25, 2013 by Routledge 300 Pages

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**Book Description** 

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### **Book Description**

Participatory design is about the direct involvement of people in the co-design of the technologies they use. Its central concern is how collaborative design processes can be driven by the participation of the people affected by the technology designed. Embracing a diverse collection of principles and practices aimed at making technologies, tools, environments, businesses, and social institutions more responsive to human needs, the *International Handbook of Participatory Design* is a state-of-the-art reference handbook for the subject.

The Handbook brings together a multidisciplinary and international group of highly recognized and

[ πηγή: <a href="https://www.routledge.com/Routledge-International-Handbook-of-Participatory-Design/Simonsen-Robertson/p/book/9780415720212">https://www.routledge.com/Routledge-International-Handbook-of-Participatory-Design/Simonsen-Robertson/p/book/9780415720212</a> ]

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The *Handbook* brings together a multidisciplinary and international group of highly recognized and experienced experts to present an authoritative overview of the field and its history and discuss contributions and challenges of the pivotal issues in participatory design, including heritage, ethics, ethnography, methods, tools and techniques and community involvement. The book also highlights three large-scale case studies which show how participatory design has been used to bring about outstanding changes in different organizations.

The book shows why participatory design is an important, highly relevant and rewarding area for research and practice. It will be an invaluable resource for students, researchers, scholars and professionals in participatory design.

### Table of Contents

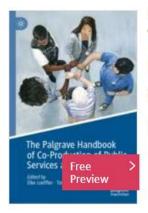
Preface. 1. Participatory Design: An introduction by Toni Robertson and Jesper Simonsen

Section I: Participatory Design – Contributions and Challenges 2. Heritage: Having a Say by

Finn Kensing and Joan Greenbaum 3. Design: Design Matters in Participatory Design by Liam

Bannon and Pelle Ehn 4. Ethics: Engagement, Representation and Politics-In-Action by Toni

Robertson and Ina Wagner 5. Ethnography: Positioning Ethnographic within Participatory Design



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# The Palgrave Handbook of Co-Production of Public Services and Outcomes

Editors: Loeffler, Elke, Bovaird, Tony (Eds.)

Brings together an outstanding range of the world's best scholars in the field of co-production

Focuses on the theoretical and empirical debates around the co-production of public services and outcomes

Highlights the evidence - and the evidence gaps - for the impact on public value of co-commissioning, co-design, co-delivery and co-assessment

#### About this book

About the authors

This Handbook provides a comprehensive and authoritative account of the movement towards co-production of public services and outcomes, a topic which has recently become one of the most intensely debated in public management and administration, both in practice and in the academic literature. It explores in depth the processes of co-commissioning, co-design, co-delivery and co-assessment as Show all



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# The Co-production of Public Services

### Management and Evaluation

Authors: Cepiku, D., MARSILIO, M., Sicilia, M., Vainieri, M.

Reviews over twenty years of academic literature, providing a comprehensive framework to guide future research on coproduction

Examines the role of citizens in public service delivery

Written by esteemed experts in their field

#### About this book

About the authors

"This book provides an excellent guide to the current literature on co-production, with especially valuable attention to its management and evaluation. By highlighting the lessons from co-production in the private sector, the authors give very useful and timely new insights into how co-production can contribute to public services and help to improve public value."— Tony Bovaird, Professor of Public Management and Policy (Emeritus), University of Birmingham, UK

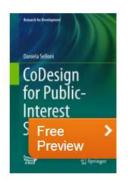
Coproduction covers the practice in which state actors (for example, government agents) and lay actors (for example, members of the public) work together in any phase of the public service cycle. In the past two decades, the literature of coproduction has grown swiftly, but in a fragmented manner. Thus, this book systematizes the literature on coproduction into a comprehensive framework that tackles activation, management and evaluation, illustrated through empirical



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### Research for Development



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### CoDesign for Public-Interest Services

Authors: Selloni, Daniela

Connects co-design and service design to create a process for transforming citizen activism into public-interest services.

Clarifies the evolving role of the designer within the current wave of social innovations and collaborative processes.

Presents co-design as an instrument to regenerate the practices of democracy and thus as a public service itself.

About this book

About the authors

This books focuses on co-design, and more specifically, on the various forms co-design might take to tackle the most pressing societal challenges, introducing public-interest services as the main application field. To do so, it presents an extensive study conducted within a particular community of residents in Milan: this is a social innovation story integrated into the discipline of service design, which simultaneously deepens the related concepts of co-design, co-production and co-management of



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## Humanitarian Engineering Synthesis Lectures on Engineers, Technology, and Society

2010, 87 pages, (https://doi.org/10.2200/S00248ED1V01Y201006ETS012)

Carl Mitcham
Colorado School of Mines

David Munoz
Colorado School of Mines

#### Abstract

Humanitarian Engineering reviews the development of engineering as a distinct profession and of the humanitarian movement as a special socio-political practice. Having noted that the two developments were situated in the same geographical and historical space -- that is, in Europe and North America beginning in the 1700s -- the book argues for a mutual influence and synthesis that has previously been lacking. In this spirit, the first of two central chapters describes humanitarian engineering as the artful drawing on science to direct the resources of nature with active compassion to meet the basic needs of all -- especially the powerless, poor, or otherwise marginalized. A second central chapter then considers strategies for education in humanitarian engineering so conceived. Two final chapters consider challenges and implications.

Table of Contents: Engineering / Humanitarianism / Humanitarian Engineering / Humanitarian Engineering Education / Challenges / Conclusion: Humanizing Technology

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### Reimagining Innovation in Humanitarian Medicine

Engineering Care to Improve Health and Welfare

Authors: Ramadurai, Krish, Bhatia, Sujata K.

#### About this book

Reviews

Throughout history, humanity has been plagued by a myriad of humanitarian crises that seemingly take the form of perpetual human suffering. Today, approximately 125,000,000 people require humanitarian assistance as the result of famine, war, geopolitical conflict, and natural disasters. A core component of this suffering is afflictions related to human health, where disturbances strain or overwhelm the existing healthcare infrastructure to create the conditions for an increase in morbidities and co-morbidities. One of the more startling elements is the loss of life to preventable medical conditions that were not properly treated or even diagnosed in the field, and is often due to the limited interventional capacity that medical teams and humanitarian practitioners have in these scenarios. These individuals are often hindered by medical equipment deficiencies or devices not meant to function in austere conditions.

The development of highly versatile, feasible, and cost-effective medical devices and technologies that can be deployed in the field is essential to enhancing medical care in unconventional settings. In this book we examine the nature of the creative problem-solving paradigm, and dissect the intersection of frugal, disruptive, open, and reverse innovation processes in advancing humanitarian medicine. Specifically, we examine the feasible deployment of these devices and technologies in unconventional environments not only by humanitarian aid and disaster relief agencies, but also by crisis-affected communities themselves. The challenge is complex, but the financial support and technical development of innovative solutions for the delivery of humanitarian aid is a process in which everyone is a stakeholder.



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### Mediating the Refugee Crisis

Digital Solidarity, Humanitarian Technologies and Border Regimes

Authors: Marino, Sara

Highlights the increasingly crucial role of technologies as agents of empowerment and social change

Proposes a balanced account of what digital humanitarianism means in a context of crisis

Reflects on both opportunities and challenges brought by technologies

#### About this book

About the authors

Reviews

This book looks at how Europe's refugee crisis has provoked different political and humanitarian responses, all similarly driven by technology. The author first explores the transformation of Europe into an increasingly militarised space, where technologies are mainly used to exercise surveillance and to distinguish between citizens and unwanted migrants. She then shifts the attention to refugees' practices of connectivity by looking at how technologies are used by refugees to communicate, perform and resist their exile. Finally, the book examines the opportunities and challenges that characterise the impact of digital social innovation in humanitarian settings. By focusing on how technologies are used to promote solidarity in crisis contexts, the volume provides an original contribution to studying the role of tech for good activism within the space of Fortress Europe.



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