

# **YSD**

# **YOUNG SERVICE**

# **DESIGNERS**

## Grant Agreement N.624732

**Work Package WP. 3**

## **TRAINING EVALUATION REPORT**

Main Author: Sempre a Frente Foundation

Contributors: All partners

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PARTNERSHIP			
P 1	CONSORZIO COMUNITA BRIANZA SOCIETA COOPERATIVA SOCIALE - IMPRESA SOCIALE	Coordinator	
P 2	YOUTH POWER GERMANY EV	Partner	
P 3	INSTITOYTO EREVNAS KAI KATARTISIS EVROPAIKON THEMATON	Partner	
P 4	FUNDACIA SEMPRE A FRENTE	Partner	
P 5	RADA MLADEZE SLOVENSKA	Partner	
P 6	VIHREIDEN NUORTEN JA OPISKELIJOIDEN LIITO RY	Partner	



Website [www.yzd-project.eu](http://www.yzd-project.eu)

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## **Disclaimer**

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## Foreword

The Training Evaluation Report was developed as part of the activity planned by the “Young Service Designers” (YSD) project – No. 624732, funded by the European Union’s European Youth Together program.

European Youth Together is an Action implemented under the Key Action 3 – Support to Policy Development and Cooperation of the Erasmus+ Programme. Key Action 3 provides support to policy cooperation at European Union level, thereby contributing to the implementation of existing policies and the development of new policies, which can trigger modernization and reforms in the fields of education, training, youth and sport.

For further information go to: <https://erasmus-plus.ec.europa.eu/programme-guide/part-b/key-action-3/youth-together>

The Training Evaluation Report does not necessarily reflect the opinion of the European Commission, General Directorate of Employment, social affairs and inclusion.

The Report has been written collectively by the project partners, under the coordination of Sempre a Frente Foundation (Poland) supported by Consorzio Comunità Brianza.

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Moreover, all YSD youth workers from each project partner countries.

For more information on the project, please visit: <https://ysd-project.eu/>



## 1. Introduction

### 1.1 DESCRIPTION OF YSD PROJECT

Young Service Designers is a European Youth Together funded project coordinated by Consorzio Comunità Brianza in Italy and it involves partners from Finland, Germany, Greece, Poland and Slovakia. In each country, one partner youth organization liaises with one Municipality, which is the local site for experimentation of YSD activities.

YSD project aims to support young people (16-25 y.o.) through a civic education and engagement approach fostering their competences and offering them the opportunity to experience a real participation in local decision-making to rethink their cities and public spaces.

It does so through a heterogeneous set of activities, including the delivery of a Capacity Building Programme for Youth Activation targeting 20 young people (the Young Service Designers) in each country, focused on service design, especially on the generation of services in the post-Covid society, and inspired by UPSHIFT methodology by UNICEF.

After attending the Capacity Building Programme, the Young Service Designers activated the Youth Public Innovation Labs, starting from September 2022, and they will put in practice and prototype the “service(s)” designed in the previous phase from December 2022 until the end of the project (15 May 2023).

The cities and the project’s Youth Workers support young participants during the entire project’s lifespan.

### 1.2 WHAT IS A CB PROGRAMME

The methods and contents of the training were produced and validated by the pool of YSD youth workers, under the guidance of Ms. Azzurra Spirito, an Italian service designer specifically engaged by the Coordinator to support the project team in this strategic design phase and the Capacity Building Programme (CB Programme) framework.

To be coordinated and be sure to be in line with the UPSHIFT methodology Mr. Josh Harvey, the project Scientific Coordinator, gave his feedback on the contents of the CB Programme. He was the main reference for the YSD youth workers to whom they turned for any methodological doubts or for in-depth thematic reviews.

The CB Programme was delivered by motivated and skillful Trainers. The training is meant to have empowered young people as change –makers, so that they have produced the tools to identify solutions and co-design services, with the support and the collaboration of the local public administrations.



Training had been design with a common structure for the six local areas involved in the project, and specific sections regarding the local context because of the legal and organizational specificities of each city and country.

We developed 1 Training Programme for Youth Civic Activation per country of 40 hours for at least around 20 youngsters by the Trainers - youth workers.

## 2. CBP in our partner countries

### 2.1 ITALY

#### 2.1.1. The Program Structure

The Capacity Building Programme in Italy was made of 10 live training sessions in the months of September and October and two homework sessions in the period between meet-ups with the trainers, with a total duration of 40 hours.

YSD youth workers guided the learning process using educational methodologies: Brainstorming, Cooperative learning, Participatory learning and Learning by doing.

At every Meet-Up, at least one member of the CCB staff was there for technical support.

The people involved in the Italian Capacity Building Program were:

- Lucia Merlino as YSD Project Coordinator and Trainer
- Elisa Chiesa as Trainer
- Carlotta Figini as Trainer
- Giulia Mancigotti as Trainer
- Michele Di Paola as Trainer
- Rachele Meda, YSD Project Officer for Technical and Organizational Support
- 25 Young Service Designers coming from four different high schools in the municipalities of Desio, Monza and Muggiò

Young people were divided into 5 groups focusing on different topics, i.e. green spaces, well-being, zero discrimination, circular economy and mobility.

Starting from these themes, the young people worked to design services aimed at the community, particularly young people that would respond to problems they had previously identified in the local area.





<b>Module</b>	<b>TITLE</b>	<b>Date</b>	<b>Time</b>	<b>Trainers</b>
YSD Open Party		20.06.2022	15.00 – 17.00 CET	All
1	Introduction	6.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Carlotta Figini, Giulia Mancigotti
2	Experimentation sites	7.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Michele Di Paola, Carlotta Figini
3	Problem Framing and Research	13.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Giulia Mancigotti, Lucia Merlino
<p>Homeworks:</p> <p>3h - Observation/needs research on the area and on the places to be re-designed</p> <p>2h - PPT presentation of the work done</p>				
4	Field interviews preparation	20.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Carlotta Figini, Giulia Mancigotti, Michele Di Paola
5	Interviews on the field	21.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Michele Di Paola

<b>Homeworks: 2h - Compilation of interviews graph</b>				
6	Services ideas	26.09.2022	15:00 – 18:00 CET	Elisa Chiesa, Carlotta Figini, Lucia Merlino
7	Building Personas and launching project solutions	5.10.2022	15:00 – 18:00 CET	Michele Di Paola, Carlotta Figini, Lucia Merlino
8	Prototyping – Service Dominant Logic & Blueprint	6.10.2022	15:00 – 18:00 CET	Carlotta Figini, Giulia Mancigotti, Lucia Merlino
<b>Homeworks: 2h- PPT presentation of services ideated</b>				
9	Prototyping feedback and introduction to the last phase	11.10.2022	15:00 – 18:00 CET	Elisa Chiesa, Carlotta Figini, Giulia Mancigotti
10	The process and next steps	13.10.2022	15:00 – 18:00 CET	Elisa Chiesa, Carlotta Figini, Giulia Mancigotti, Lucia Merlino

## 2.1.2. The participants and the trainers

### The Trainers

#### CCB Team

**Lucia Merlino** - YSD Project Coordinator and Trainer I She is an experienced and dedicated EU project coordinator. Her assignments are mainly focused in the fields of: Youth participation and empowerment, Education and Training, migration, internationalization and international cooperation projects. She has been involved in local and regional scale projects in Italy and Emirates besides Europe.

**Elisa Chiesa** - YSD Trainer I She is an experienced and dedicated manager of projects in the area of International Cooperation, International Sustainable Development and Education & Training. She has good experience in local capacity building and training on active citizenship, good governance and sustainability aspects both as Coordinator and Trainer, with team building skills.



**Carlotta Figini** - YSD Trainer I She has been working in the field of Innovation since 8 years (Erasmus plus and Horizon2020 projects), especially dealing with educational experience, design training and soft skills. She obtained from Polytechnic of Milan, the certificates to successfully pass the specialization in “Design Learning Innovation” and “Innovative teaching pedagogies”. She has been working in Spain and Belgium in the field of the European Funding Program.

**Michele Di Paola** - YSD Trainer I He currently works for the non-profit organization Spazio Giovani Onlus as a youth worker and experienced coordinator of projects dealing with : youth participation and empowerment, digital and robotics education, and young volunteer exchanges abroad in Europe.

**Giulia Mancigotti** - YSD Trainer I She graduated in Communications at the University of Milan. Afterwards, she worked for one year at the European Department within the Office of Youth Policies of the Municipality of Cinisello Balsamo. Then, she did an internship in youth entrepreneurship, thanks to which she founded an association of social promotion, “POY - Point of Interest”. She currently works for the non-profit organization Spazio Giovani Onlus as a youth worker.

**Rachele Meda** - Project Officer I Graduated in “Linguistic and Cultural Mediation” and in “Sciences for Peace: International Relations and Development”, since December 2019 she has been working for “Consorzio Comunità Brianza” as a Project Officer for the management of national and European social innovation projects.

## The Participants

Name	Surname	Gender	Age
SARA	BARDAHAN	F	17
DANIELE	DE TOFFOL	M	17
TOMMASO	DI LERNIA	M	17
DAVIDE	FRANCO	M	17
RICCARDO	FRIGERIO	M	17
FEDERICO	GARBIN	M	17
DIEGO	GUERINI	M	18
SONIA	MENONCIN	F	17



FILIPPO	SIGNORINI	M	17
YOUSEF	SOROUR	M	17
LEONARDO	BOSEGGIA	M	17
LORENZO	GAGLIANO	M	17
GABRIELE	LONGHETTI	M	18
SARA	SPAMPINATO	F	17
CLARISSA	CANDI	F	16
ELISA	SOLAZZO	F	16
LEONARDO	SANTINI	M	16
LAURA	CALVI	F	17
ALESSANDRA	DI GIROLAMO	F	16
GIULIA	APUZZO	F	16
CAMILLA LUNA	VILLANI	F	17
AURORA	BUFANO	F	17
LORENZO	RUSNATI	M	17
CHRISTIAN	IAVARONE	M	17
REBECCA	MARTELLO	F	17

## Testimonials:

### *“Why did you choose to be a YSD?”*

*I chose to be a Young Service Designer first because of the way the project was presented to me, I liked it a lot and the idea of being able to have my say and hear the opinion of my peers interested me a lot.*

*Traveling abroad is also a very nice idea, in fact the cultural exchange in Poland and Finland, is very interesting both for a matter of independence that one can acquire by going to these countries and also by hearing the ideas of students from other countries, acquiring a new way of thinking or enriching one's own.” (Yousef Sorour, YSD, 17 y.o.)*

### *“What do you like about the Capacity Building programme?”*

*What I liked most about the Capacity Building programme of this project, the Young Service Designers, was the chance to meet new people, collaborate with them and develop my own opinion while listening to others!” (Tommaso Di Lernia, YSD, 17 y.o.)*

### *“Is there something that you learned and surprised you?”*

*I was very surprised by the methodology of this course, because I found the meetings to be very engaging, in fact even if you are, for example, a shy person your idea is always listened to and all ideas are taken into consideration, it's not that one idea is more important than the other, so I thought this was very nice and productive.” (Elisa Solazzo, YSD, 16 y.o.)*

## 2.1.3. The modules

### **DAY 0 20/06/2022**

#### **YSD OPEN PARTY**

Inauguration party of the group that took part in the training course in the following 4 months.

### **DAY 1 06/09/2022**

#### **PHASE A FRAMING - INTRODUCTONAL MODULE**

Presentation of the project purpose - service design, social innovation and urban regeneration-including timing and European exchanges.

### **DAY 2 07/09/2022**

#### **PHASE A FRAMING - MEETING UP THE PUBLIC ADMINISTRATION**

Round table activities with public administrators involved in the project, with a special focus on the key topics of inclusion and green transition, by drafting the stakeholder maps.



**DAY 3 13/09/2022**

**PHASE A FRAMING - THEORY OF CHANGE**

Explanation of the framework of YSD project (theory of change), research methodologies and tree problem tool. Creation of 5 working groups (INCLUSION WG 1 Wellbeing and Respect - WG 2 Zero discrimination - GREEN TRANSITION WG 3 Green spaces - WG 4 Sustainable mobility - WG 5 Circular economy and waste reduction)

**DAY 4**

**PHASE B USER INSIGHTS - HOMEWORKS**

Individual exercise on the observation/research of the needs of the territory and of the spaces to be re-designed

**DAY 5 20/09/2022**

**PHASE B USER INSIGHTS PHASE C PERSONAS - INTERVIEWS PREPARATION**

Drafting up the interviews on the field, to be submitted to several stakeholders and the use of empathy map

**DAY 6 21/09/2022**

**PHASE B USER INSIGHTS PHASE C PERSONAS - INTERVIEWING IN THE FIELD**

**DAY 7**

**HOMEWORKS**

Compilation of interview chart presented

**DAY 8 26/09/2022**

**PHASE D DESIGN SCOPE PHASE and IDEATION - REFLECTION**

Reflection on interviews and elaboration of project ideas to bring to Poland

**DAY 9 05/10/2022**

**PHASE PHASE D DESIGN SCOPE PHASE and IDEATION - STORYTELLING FROM THE EUROPEAN EXPERIENCE**

**DAY 10 06/10/2022**

**PHASE F SERVICE CONCEPT - Service Dominant Logic & Blueprint**

**DAY 11 HOMEWORKS**

**PHASE F SERVICE CONCEPT- SERVICE PRESENTATION**

**DAY 12 11/10/2022**

**PHASE G PROTOTYPE&TEST - LET'S DO IT**

Preparation of prototyping

**DAY 13 13/10/2022**

**PHASE G PROTOTYPE & TEST - Presentation of the prototypes and conclusions of the training**



## 2.1.4. Evaluation

The Young Service Designers were asked to evaluate the overall process on three different stages of the programme: at the beginning, mid-term and at the end. The evaluation was conducted through questionnaires on Google Forms. The aim was to assess the knowledge retention rate, the sense of support and progress regarding specific soft or hard skills, their expectations and satisfaction for the CBP (clarity and usefulness of the program).

**In the first questionnaire**, the YSDs answered some questions based on their knowledge and understanding of some of the main concepts and methods of service design. Moreover, they assessed purposes, format and time of the activities run so far.

**In the second form**, the YSDs evaluated the overall process and gave some useful recommendations on what could be improved for the next training sessions.

Lastly, **in the third questionnaire**, the YSDs gave their feedback on the Capacity Building Programme, assessing specific aspects such as the competence of the trainers and the inclusiveness of the training. Moreover, they provided useful suggestions on what could have been done better, in order to work on it for potential future training programmes organized by CCB.

The following chapters are dedicated to the thorough examination of the results of the three Evaluation Questionnaires.

### Beginning

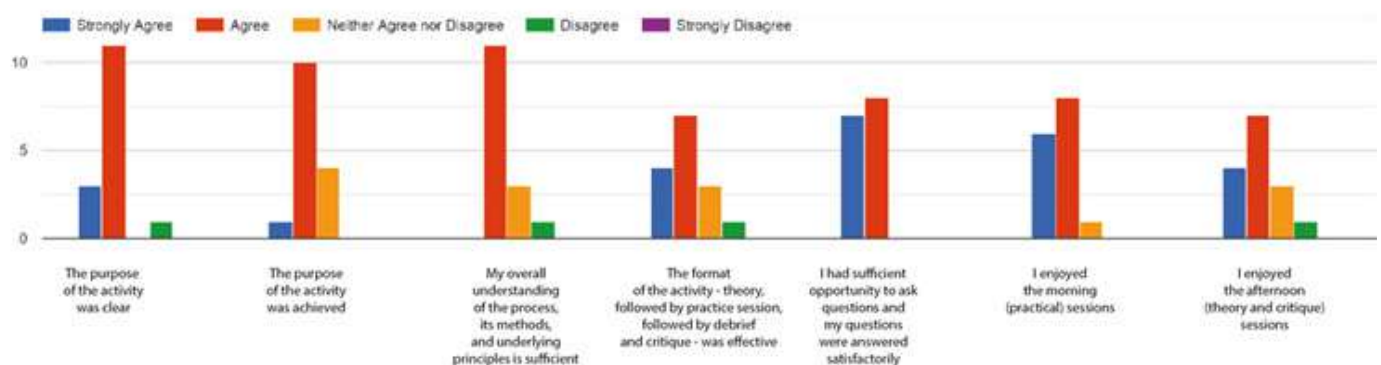
#### 1. Evaluation of purposes, format and time of the activities

In general, the evaluation of the program’s activities is very positive. The majority of the participants found that the purposes of both the activities was both clear and achieved. Participants had a clear understanding of the process, its methods, and underlying principles. Moreover, they had time to ask questions and the answers to their questions were satisfactory.

Regarding the workshops and activities, the participants found the format - theory, followed by practice session, followed by debrief and review – as effective.

Thus, they enjoyed the practical sessions.

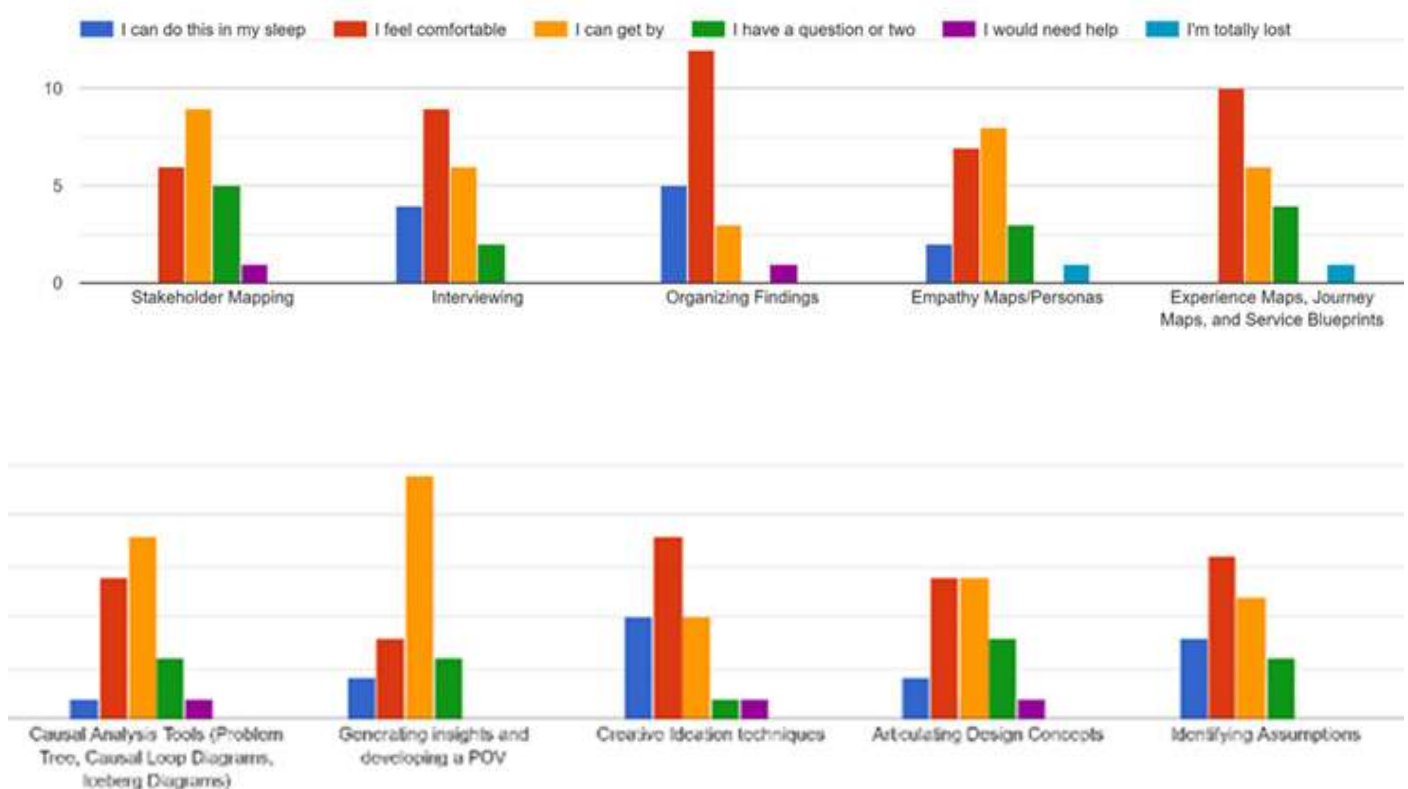
Please respond



## 2. Please rate your confidence in your abilities and understanding of the following methods and approaches

When asked their level of understanding and competence in some key topics and methods discussed during the training meetings, the participants answered with confidence. They “feel comfortable” or “can get by” with the creative aspects of the programme, such as “Stakeholder Mapping”, “Interviewing”, “Organizing Findings” and “Experience Maps, Journey Maps, Empathy Maps”. On the other hand, participants were a little more insecure regarding their abilities to handle “Causal Analysis Tools (Problem Tree, Causal Loop Diagrams, Iceberg Diagrams)” or when they are “Generating insights and developing a POV”.

Please rate your confidence in your abilities and understanding of the following methods and approaches



## 3. What - if any - topics would you like to explore further?

- Stakeholder Map
- Creative Ideation techniques
- Urban design



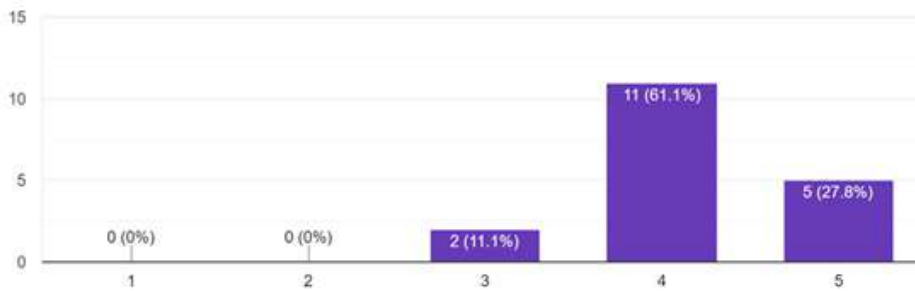
## Mid-Term

### 1. I am satisfied with the overall process

The YSDs showed a great level of satisfaction with the process on its half way. On a scale from 1 (Disagree) to 5 (Fully Agree), 61, 1% of the participants rated the Capacity Building Programme with 4.

I am satisfied with the over all process

18 responses

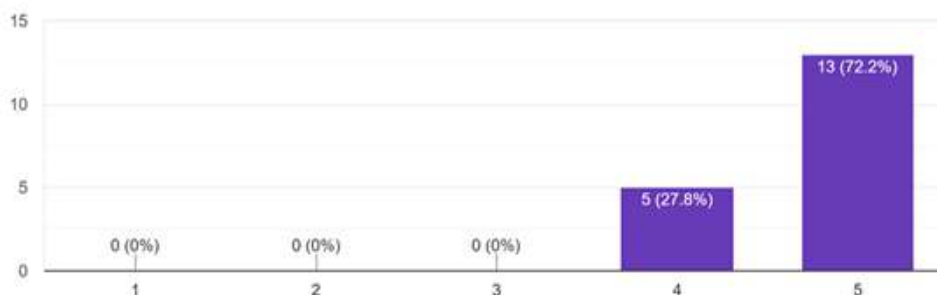


### 2. The program is inclusive and opened space for contributions and exchanging so far

On a scale from 1 (Disagree) to 5 (Fully Agree), 72, 2% of the participants fully agreed that the programme is inclusive and that it allowed room for exchange and discussions.

The program is inclusive and opened space for contributions and exchanging so far

18 responses

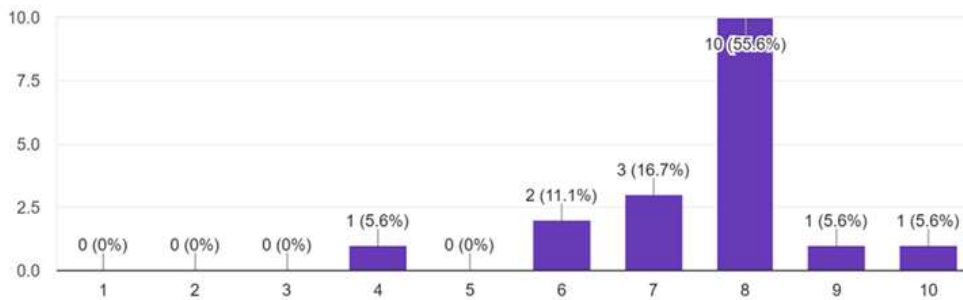


### 3. I feel aware about service design method

Regarding their level of understanding of the “service design” methodology, 55,6% of the YSDs rated the above statement with 8, on a scale from 1 (Disagree) to 10 (Fully Agree).

I feel aware about service design method

18 responses



### 4. How have you implemented the capacity building programme in your work/life so far?

- In school projects and in the way I organize ideas
- I learned better how to work in groups
- I did not so far
- It definitely helped me to listen more to others' opinions, working in a group and discussing by building a good dialogue
- Only after clearly finding and focusing the problem, like in my day or in my feelings, I can try to resolve it
- First of all, you have to start having creative thinking, try not to have limits, and never believe that something is impossible, everything can be achieved if you truly believe in it
- I try not to make the errors that we find every day (like sorting the garbage)
- I speak in public with much more confidence than before
- Working in groups, talking about the problems there, and learning more about the local area and other issues that exist
- By listening to others ideas and opinions, say my opinion without paying attention about people's judgment
- I improved my skills by learning new methods of researching and structuring ideas
- In my daily life
- It helped me to cooperate with my peers
- Trying the services of public transportation
- I changed the way I analyze topics: I look at them in a more structured way and I take into consideration things I did not think about before
- I have learned all the different methodologies of working, and this helps me focus on one thing at a time and reach a solution through steps
- The capacity building programme

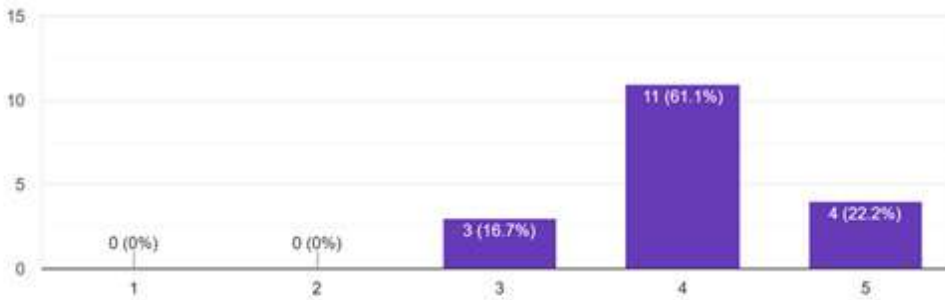
**5. Your feedback for the whole process after the capacity building programme (support, management)?**

- Sometimes the purpose of an exercise it is not as logical and obvious as it could be, though you will get it when you take the next step
- It is interesting and is clearly explained
- It is good but I do not think it will work as well as they think
- In my opinion, it was very interesting and enriching. Maybe some activities could have used a little more time but overall I found it very enjoyable
- I think that some unclear things are left implied and sometimes it seems a bit confusing. However, the work is well divided and it is a good idea to get involved in things that concern us firsthand
- It is certainly a positive feedback, but I preferred to learn capacity building through activities and discussions respect when we were talking on the theoretical level and the slides
- I think the service is quite good and complete
- Positive feedback: it met my expectations
- We analyzed and identified the problems fully
- I learnt how to communicate with others without putting my opinions before anyone else's thoughts. I am more confident expressing my thoughts, doubts and ideas
- I am pleased to have participated in this project, and I believe I have learned new insights about service design
- Very good but could have improvements
- I found the whole process very interesting and well organized
- I liked the way this programme was presented and managed. Timing and location were adequate. The available tools and material were plentiful and supported the realization of our ideas. Trainers were supportive, clear and were able to facilitate discussions and workshops, giving and taking inputs
- I really liked the way you included everyone without overpowering anyone over the other
- I think it was good enough, I found it very useful and it helped me improve the way i view problems, especially not focusing on the solution only, and working on the problem itself first

## 6. The first part of the Capacity Building Programme fulfilled my expectation

On a scale from 1 (Disagree) to 5 (Fully Agree), 61, 1% of the questionnaire's participants rated the Capacity Building Programme with 4 and the 22, 2% with 5.

The first part of Capacity Building Programme fulfilled my expectation  
18 responses



## 7. Workshops and methods used during the programme - which was the most useful?

- Stakeholders map and the Problem Tree
- Journey map (Poland)
- As far as I am concerned, the method I have found most useful is field research, being able to consult and share our ideas in person
- The 3D paper model, it was a clear way to focus on the final work
- Definitely the discussion, being able to speak and be listened to, and rightly hear the ideas of the Ysd and tutors
- Interviews
- Dialogue and group work
- I really enjoyed trying different methods and I liked them all, especially acting with my mates for present our project
- One of the methods used that I preferred and found most useful was the service safari, a research method that allows you to understand a particular service by experiencing it. Interviews were also very useful.
- Interviews and idea presentation (last class)
- It was very useful for the meeting and the brainstorming we had (meeting with Ambito di Desio). It was then useful and interesting the interview day
- I found the last meeting on the various methods of "explaining" one's idea very entertaining and at the same time, we did a lot of work
- Probably the stakeholders' map, which helped me find the target of people to work with, and the field, visit the limits and the elements to include in the problem solving

### **8. Something to improve (logistic/working methods)**

- Explain better the purpose of every step we take, perhaps explaining more in detail how the exercises are going to bring us to the right direction
- Spend more time on brainstorming activities
- I would prefer a better explanation of the process
- Perhaps some explanations regarding certain activities (but not a big problem since you can ask for clarification at any time)
- Use Teams and not WhatsApp for important messages. It is clearer for us (students) to look at a "school" app than a social one.
- I don't know, I think it's already well organized
- About the duration of the explain
- Perhaps more clarity in some of the deliverables/work to be done (I often don't catch everything straight away, but have to ask for explanations from different tutors to then best understand what I need to do)
- I do not think anything needs to be improved
- I am satisfied about the whole project
- More time could be devoted to carrying out some of the proposed activities so that they can be structured and developed to the fullest
- Be more organized, a lot of time is wasted
- I cannot think of any critical issues in particular
- Maybe if we had started meetings half an hour later it would have been easier to get to the meeting point without being worried about getting there late. This is because when school started I had not so much time between school ending time and meeting time.
- Honestly, I cannot think of anything

### **9. Further comments**

- I appreciated this programme and I will suggest my friends to participate to Erasmus projects
- It is a very nice project that exceeded my initial expectations, I am happy to work with such mature and helpful people like my teammates
- Nope, you people are doing great!

## **Final**

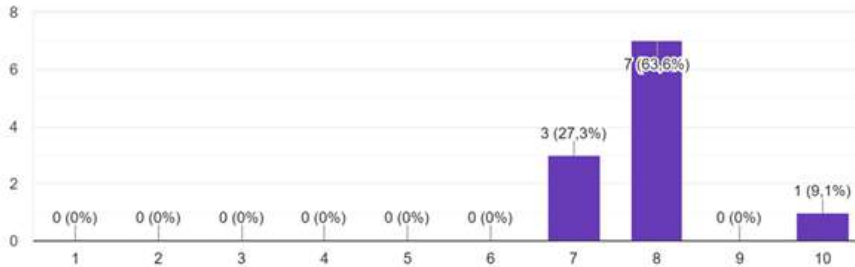
### **1. How do you scale your overall satisfaction with the workshops during the Capacity Building Programme?**

On a scale from 1 (Not Satisfied) to 10 (Very Satisfied), the YSDs rated their overall satisfaction with the workshops of the Capacity Building Programme from 7 to 8 and 10.



How you scale your overall satisfaction with the all workshop during the Capacity Building Programme?

11 risposte

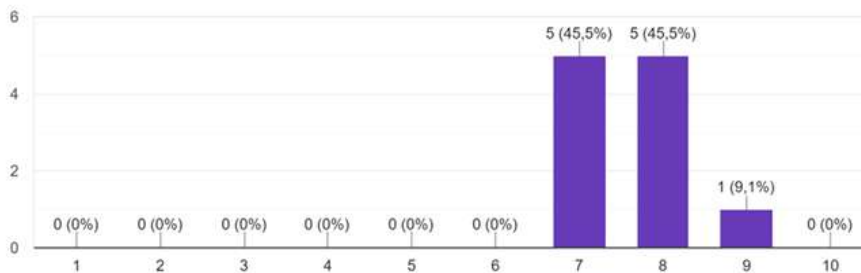


## 2. The Capacity Building Programme fulfilled my expectations

On a scale from 1 (Disagree) to 10 (Fully Agree), the YSDs stated that the CBP met their expectations, choosing 7 – 8 and 9.

The Capacity Building Programme fulfilled my expectations

11 risposte

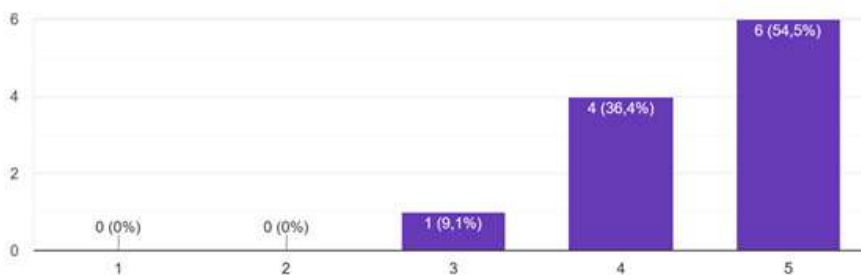


## 3. I had a fair chance for contribution

On a scale from 1 (Disagree) to 5 (Fully Agree), 54,5% of the YSDs answered that had opportunities for contribution to the activities and discussions.

I had a fair chance for contribution

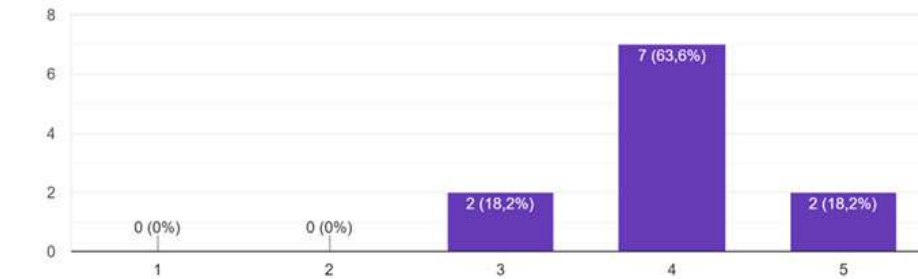
11 risposte



#### 4. The programme was inclusive to my needs

On a scale from 1 (Disagree) to 5 (Fully Agree), 63,6% of the YSDs chose no.4 to state that their needs were met by the CBP, while 2 people rated the statement above with 5.

The programme was inclusive to my needs  
11 risposte



#### 5. What did you like the most?

- The group work and satisfactory explanations by the tutors
- The thing I liked the most was setting up the area we liked in the garden to make it clear what the end of the project would be like
- I really liked collaborating with new people; I also enjoyed the methods that we used during the project
- find solution to the problems and work in a group
- Being able to learn new things, meet new people and work together as a team
- Working with my groups and peers
- Knowing new people and working with them
- The stakeholder map
- The opportunity to put yourself out there and make your point
- The possibility of doing something for my city and surroundings and the whole process of it

#### 6. What could be done better?

- I do not think there is anything to improve; I claim everything is managed to the best of my ability
- I would prefer a different way from WhatsApp to report important announcements and decisions, in order to be more organized
- I think that the activities were well organized; to be honest I cannot think of something that really needs to improve
- Have more contacts with the Municipalities
- Small logistics details
- The explanation part
- Not days in a row because it can be uncomfortable for people who perhaps have to study
- Better organization (it's fine now but it could be better) and for my personal preference, less emails and more direct messages (to me they're more effective and more "organized")

### **7. What is your feedback on the service design method as a content and implementation?**

- I found it all very clear and comprehensive
- I think that both are good and I continued the project in a fun way
- I think that both the content and the implementation are valid
- The methods are inclusive and encourage you to talk
- Positive feedback
- It is useful and open the mind to logics that are not so common for a student
- I learned how to behave in a group and listen to other's ideas
- It was a good experience
- the content created by the groups is very good, but some things are pretty hard to achieve and to physically make so I think it would be better to concentrate more on the more easily makeable "products"

### **8. What is your feedback on team building activities and learning about group?**

- I learned a lot; it was helpful because I improved my way of working with other people who have different thoughts from mine
- I think those activities were enjoyable and useful to help the team work in the group
- I think that these kind of activities were really enjoyable and they were also very useful to get to know the group
- A beautiful relationship of respecting others and listening was created
- My team worked well and together we have learned to collaborate and respect each other
- They were very interesting and well handled. Very functional and fun as icebreakers
- I really enjoyed it
- It was amazing
- Everything was good
- I am sure it will be useful in the future to address various problems

### **9. Your feedback about trainers - what was good and what could be done better?**

- All the trainers were always available to help us and were always available to answer any questions we had
- The trainers were all very helpful and prepared to help and follow us in the project
- All the trainers were very well prepared and they helped us when we had some question about the activities
- I think they always helped us in outlining our plans, and I did not find a downside
- Trainers are good at communication and make a hospitable room. I think there isn't nothing to could be done better
- I do not have anything to suggest for improvements: trainers were very clear, open-minded, good listeners
- I appreciate their attitude; they really helped us





- They helping us and their attitude was good
- The empathy
- They were excellent and very engaging, very good explanations and very good procedures
- Better organization (it is fine now but it could be better)

**10. Your feedback about support from trainers during the Capacity Building Programme? Did you feel comfortable during the activity?**

- I felt really comfortable and the trainers were very helpful.
- They helped a lot with our doubts, yes I did.
- I felt really comfortable during the activity, the trainers were really helpful as I said in the previous answer
- I felt very comfortable and we always received support from the trainers when we needed it
- Yes, I feel very comfortable
- Yes, i always felt supported
- They were really supportive and always ready to help us
- Yes, I always felt respected and my opinion was always heard

**11. Further comments**

- Cooperation and versatility
- Thank you for your energy and enthusiasm



## 2.2 GERMANY

### 2.2.1. The Program Structure

Day 1	18.03.2022	Introduction
Day 2	04.06.2022	<i>Session 1</i> Introduction & teambuilding
Day 3 / 4	17.07.2022 – 18.07.2022	<i>Session 2 + 3</i> Ground setting
Day 5	03.09.2022	<i>Session 4</i>
Day 6	04.09.2022	<i>Session 5</i>
Day 7	10.09.2022	<i>Session 6</i>
Day 8	11.09.2022	<i>Session 7</i>
Day 9	07/2022	Open meetings with Youngsters and Homeworks
Day 10	08/2022	Open meetings with Youngsters and Homeworks
Day 11	09/2022	Open meetings with Youngsters and Homeworks
Day 12	10/2022	Open meetings with Youngsters and Homeworks

## 2.2.2. The Participants and the Trainers

### The Trainers

**KRISTINE TAUCH** holds a university diploma in pedagogics (Johannes-Gutenberg-Universität, Mainz) and has worked in child care, youth care and youths and adult’s education. She has spent about 10 years coaching youths and adults into better job perspectives.

**DANIEL CARLOS ALMEIDA MEDEIROS**, is a teacher and holds a degree in Contemporary art, his main focus in his work is combining art, dance and sport methods in adult education and youth work.

**FRANJO BRKAN**, has a degree in Social Work and family psychotherapy and has years of experience in work with young people as a social worker. He also has experience as a University Teaching Assistant, and psychotherapy work for youth, as well as development of creativity and innovation skills through adult education and youth work for inclusion and entrepreneurship.

**NEDIM MICIJEVIC**, Nedim is involved in the process of creating project proposals and he is actively engaged in implementing projects and activities that the YP organization implements. He works as coordinator and trainer on YMI. He also works as Erasmus+ trainer and mentor for volunteers who reside in our organization as part of the EVS program.

**SUSANNE OGAN**, Project manager and coordinator of cultural projects and art/cultural festivals. At the meeting with YSD participants, Susanne Ogan spoke in a roundtable about the basic structure of developing and coordinating a major event. The basics included: production, planning, expectations, ideas, and funding. The participants developed a questionnaire and conducted the interviews with the experts.

**DANIEL LEONFORTE**, Creative Producer  
Multi-level perception is his specialty. He thinks about the most complex topics with great openness and always keeps an eye on the overall context of a communication concept. As an experienced strategic consultant, he enables youngsters to find a tailor-made communication solution that works and inspires.

Experience: Production management, conception and advice on film projects, cameraman/DOP, motion design, 360° video, VR/AR applications, 3D animations, editing, drone operator, trainer for creative applications, coaching training, trainer for communication and presentation seminars.

### The Participants:

Name	Surname	Gender	Age
Michele	E.	N/A	22
Nicolas	T.	N/A	23
Leen	K.	N/A	24
Husay	K.	N/A	24
Otto	B.	N/A	19



Marina	A.	N/A	20
Vanessa	E.	N/A	22
Giuliana	Sch.	N/A	23
Anastasia	Sch.	N/A	18
Hannah Sora	H.	N/A	18
Omar	Y.	N/A	20
Mercy	M.	N/A	19
Loretta	N/A	N/A	17
Marlene	N/A	N/A	17
Ramin	M.	N/A	20
Mahdi	A.	N/A	19
Dennis	S.	N/A	18

## Testimonials:

### **What is your opinion about YSD?**

*"I think that YSD is a great chance for your ideas to be brought forward and to educate yourself more, exchange your ideas, and to meet other youngsters. I would recommend everyone in my age or younger or older that they all can get involved. It is a really great idea and great project for youngsters like us."* **Marina**

### **Could you tell us how CB was for you?**

*In the CB part i could at last understand the steps and got the idea how i can create a project and idea of the project. It did give me some tools for developing and also how to achieve the goal for the project.* **Leen**

## 2.2.3. The modules

### Module I - Introduction

Welcome to the team/group

Introduction of participants: Name, age, what am I doing at the moment?

Ice-breaker Game:

What is Young Service design?

Collecting comments and ideas of participants (first impression)

Expectations and contributions.



Creation of internal rules (online and Off-line) during meetings.

Setting up future arrangements.

Good bye

## **Module II - Stakeholder Analysis**

- What is stakeholder? Actors?
- Simple examples stakeholders?
- Power and interest of stakeholder.
- Exercise 1: What do you consider stakeholder in your local community/district?
- Direct and indirect stakeholders
- Target group definition
- Target group and stakeholders match
- Exercise 2: find the stakeholders and create a plan following table example.

## **Module III - Research / problem framing**

What is Problem Framing?

4 steps of problem framing (Defining,Prioritizing,Understanding,Solution)

Analysing our local community

Which problems did the youngsters come up with? (defining the problem)

Relation with youngsters or the community in general

Selection of 2 relevant problems (prioritising the problem)

Brainstorm and open conversation about the problem

Taking notes of ideas and important points

Online research about the problem

What to do? Possible (solution)

Exercise 1: using empathy map

Exercise 2: Problem/Needs

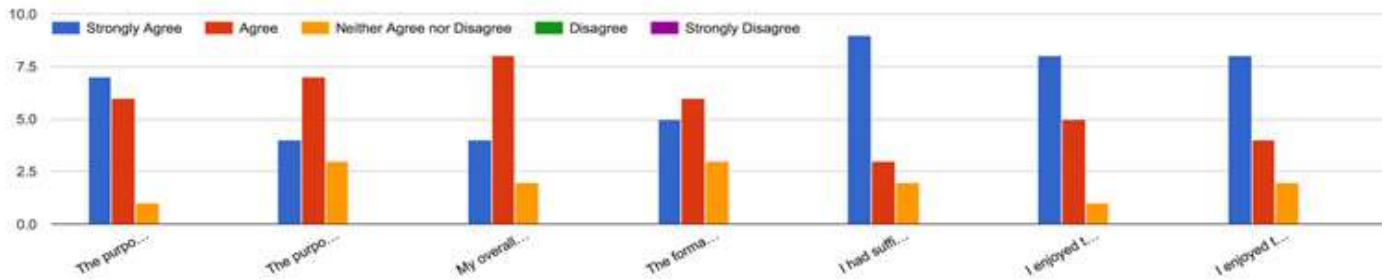
Persona

Selection of Problems to work/research.

## 2.2.4. Evaluation

### Beginning

Please respond

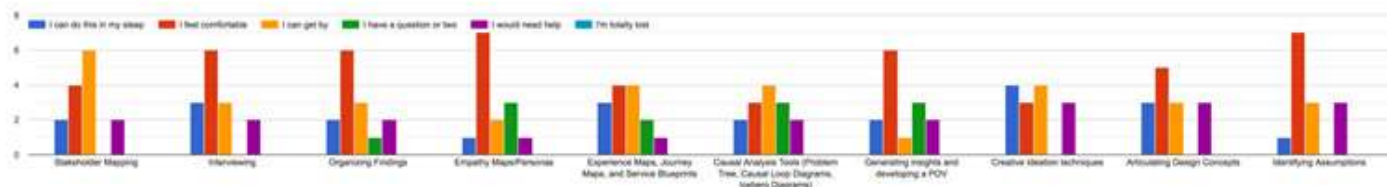


#### What recommendations would you offer to improve this experience?

Some of answers:

- „Less hours “
- „I don ‘t think that there is something to change but maybe projects like this Need More Time „than what we had “
- „Time should be shorter. “
- „more time for interviews “
- „More time to explore different methods “

Please rate your confidence in your abilities and understanding of the following methods and approaches



#### Which if any topics would you like to explore further?

Some of the answers:

- „work more with personal and psychological problems. more education about domestic violence in all directions, racism, discrimination, etc. these are all important topics and very present in our society today, but unfortunately there is far too little education.“
- „Event Management“
- „work more with personal and psychological problems. more education about domestic violence in all directions, racism, discrimination, etc. these are all important topics and very present in our society today, but unfortunately there is far too little education.“
- „How can we create our projects and idea on easy way and how can city help us and support us in the process without big paper work.“

**Please share any additional thoughts or feedback**

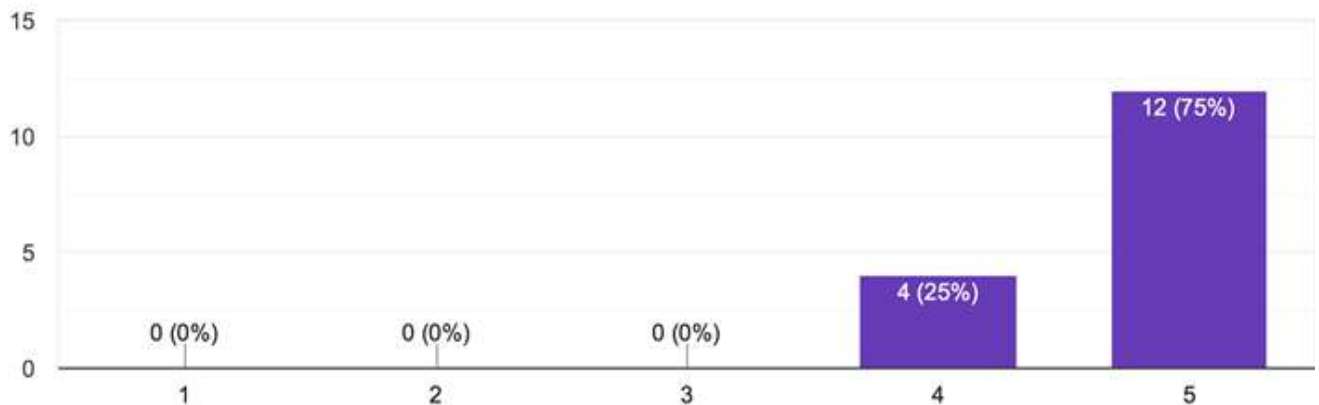
Some of the answers:

- „It was a great days and workshops“
- „i feel very heard and understood through this project, because i was shown that what i think is important and that i can also contribute something to this city. it is a fulfilling feeling. in the future it would be great if you go more in the direction of educational work, as this is very necessary in some areas.“

**Mid term**

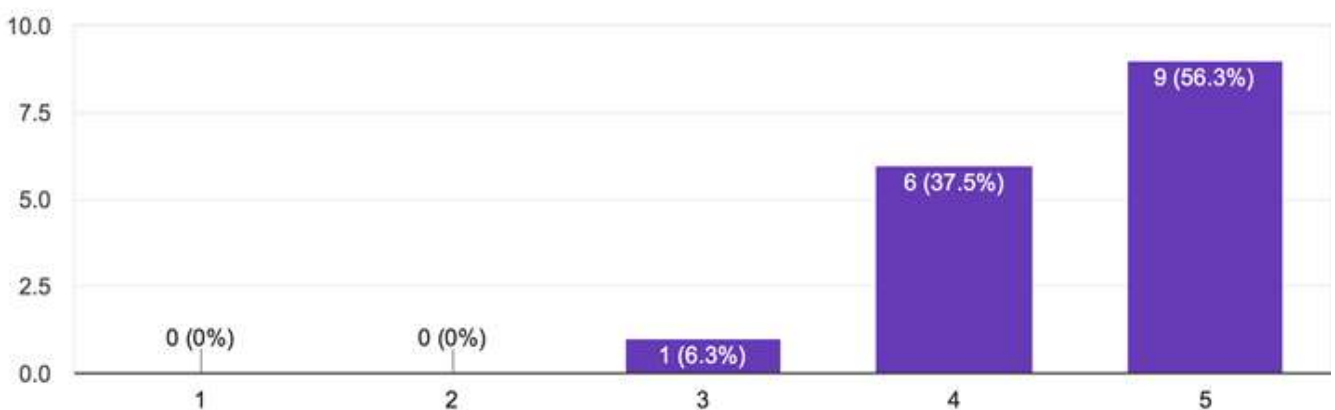
**I am satisfied with the over all process**

16 responses



**I feel aware about service design method**

16 responses





### **How you implement the capacity building program in your work/life so far?**

- *“Create idea and ways for future”*
- *„I started to think more about possible ideas „*
- *„Great I got idea and planning something for me and young people. „*
- *„For now, I still didn't started with ideas and how to do it “*
- *„I try to use things in my daily life and in the school like tools what can help me to achieve the things. “*
- *„Observing my environment and try to find solutions on my daily life “*
- *„I check possibilities in the cities “*
- *„WhatsApp chat with others “*
- *„Brainstorming every day “*
- *„I check possibilities in the cities “*
- *„By using the learned knowledge “*
- *„I did already with my team in other organization where we do free work a example how to create new ideas for us the youngsters.”*
- *“Just short with my friends and people from school”*

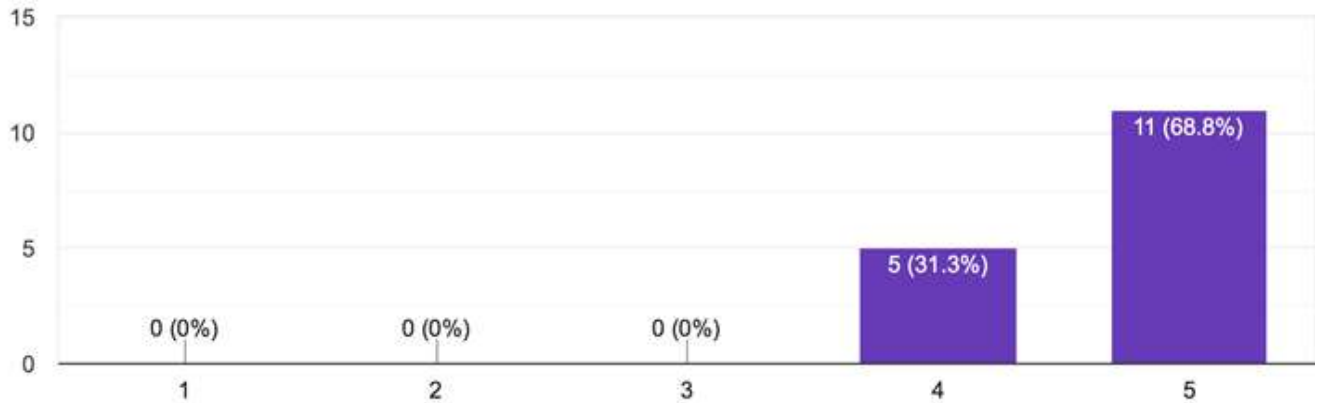
### **Your feedback for the whole process after capacity building program (support, management)?**

- *„Everything was great, people are there to support us and if they don't know something they take care to bring someone who can answer our questions. „*
- *„Everything is great, people are super easy and I can approach them easy and I will get support in all steps. “*
- *„I think went very well, I had fun and also learned so much with the other young people and our mentors „*
- *„Well done, not too stressful “*
- *„Super “*
- *„Great to be part of it, thanks! “*
- *„Really good, i feel very comfortable “*
- *„Good explained and also good team building “*
- *„This was one of the best experiences I had in education and the team is so great and we did create great ideas together. „*



## The first part of Capacity Building Programme fulfilled my expectation

16 responses



### Workshop and methods used during the program - which was the most useful?

- "Stakeholder "
- "Brainstorming, Interview..."
- "mapping was great "
- "Interview"
- "I think all of them are useful, I like all of them and I can't say that one is not better than other."
- "Map"
- "Exchange with experts"
- "Dinner together and exchange in the group"
- "Stakeholder mapping and interviews"
- "Interview-> exchanging with experts"
- "Almost all of them"
- "Creating the ideas, I will use it in my education."
- "All of them was great I can't say just one method but all of them opened my eyes for new ideas."
- "Some of them are interesting and others need time to understand it"

### Something to improve (logistic/working methods)

- „Nothing, maybe just less hours “
- „Nothing, I liked everything “
- „Maybe the hours could be less “
- „I don't know “
- „No need “

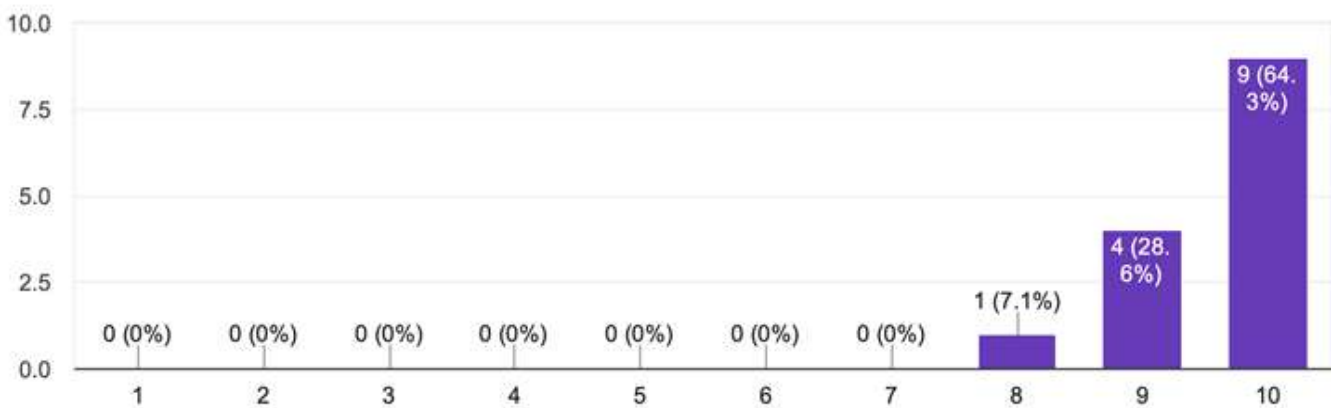
**Further comments (optional)**

- “Would be great to do it again”
- “Hope we can do it next year also”

**Final**

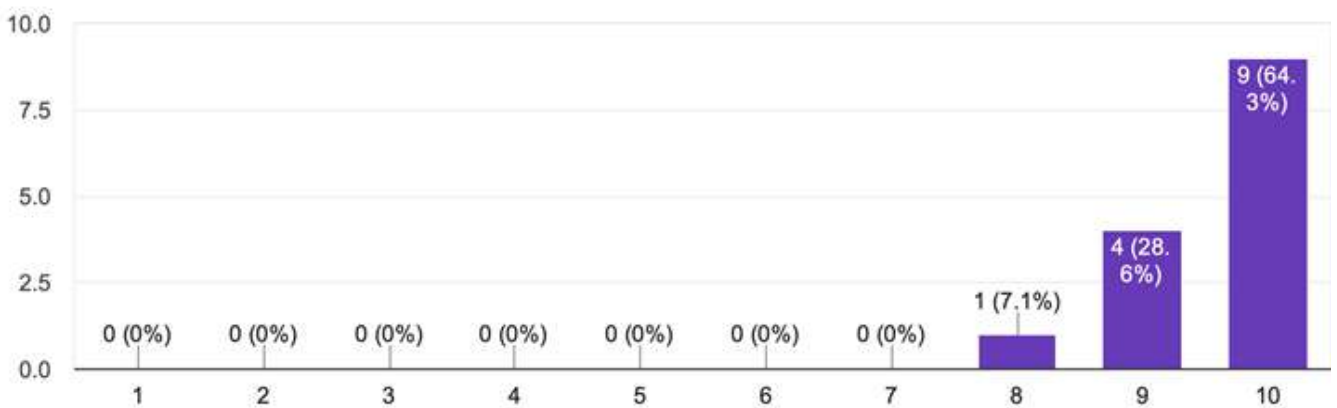
**How you scale your overall satisfaction with the all workshop during the Capacity Building Programme?**

14 responses



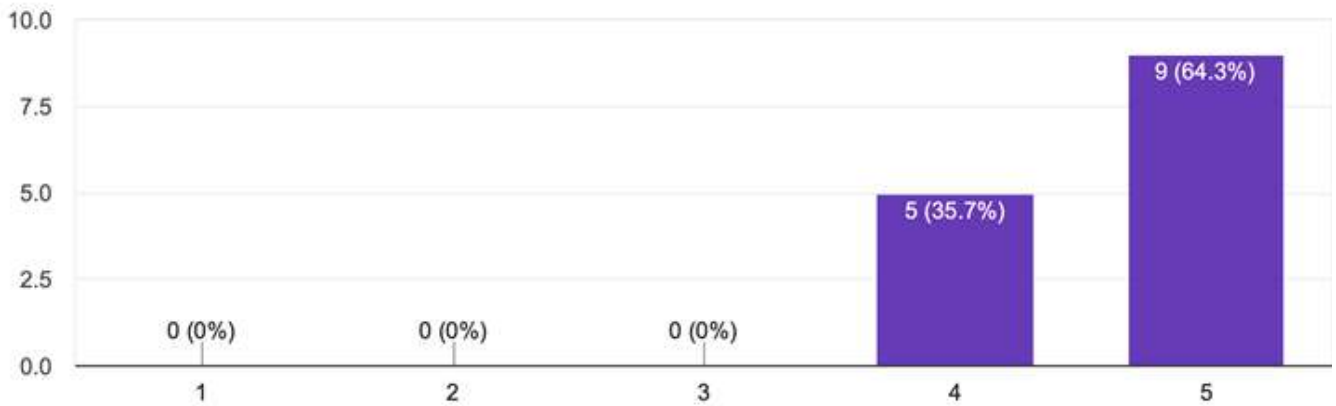
**The Capacity Building Programme fulfilled my expectations**

14 responses



## The programme was inclusive to my needs

14 responses



### What did you like the most?

- *“Approach of trainers”*
- *“The way how we learn and practices the things.”*
- *“team work and help”*
- *“The atmosphere and ideas “*
- *“My favorite part was the place where I can include my idea and to check how it will be received by other participants.”*
- *“The community and the communication between youngsters”*
- *“Ideas of projects”*
- *“All idea of the project is great and I did like everything.”*
- *“We had good experience”*
- *“Everything was great”*

### What could be done better?

- *„Everything was fine, just time was to long “*
- *„More breaks “*
- *„The hours could be less “*
- *„More time “*
- *„Maybe to do it bit longer and on that way, we would have more time to chat more ideas and education will be more individual. “*
- *„If the youngster meets more often „*

- „Everything good “
- „That we have also some small money for our project idea so we can start with it. “
- „More time and will have more time to crate good idea and project “

**What is your feedback on the service design method as a content and implementation?**

- “Everything was great just too much information”
- “Content was great, but like I wrote already should be bit longer. and more days and months.”
- “don’t have anything to say.”
- “It’s a very cool and interesting methods that we face actually in our daily lives without knowing”
- “Everything was great and I did learn a lot of new things. “
- “Great idea”
- “good idea and thing”

**What is your feedback on the session for creating your own project based on your community needs as content and implementation?**

- “this was the best part, I had space to really think about what do we or I need in my community.”
- “I got great ideas and ideas how can I create my project and work for myself”
- “I find incredible that part of my idea went to the main idea of the project “
- “This was the best part, I had place to show my ideas and to talk with people what do they think and how can I crate my idea”
- “This is good part, unfortunately we had not so much time to check all ideas and to involve them in the all project, or that each of us create they own idea.”
- “the best part I had so much place and space to show my ideas.”
- “It’s really important, very helpful and useful as everyone need it in our city”
- “The best part of project”
- “This part is the best, I found place and I get opportunity to show my ideas and I could talk”
- “with people where I can share ideas and maybe also to create them in the future.”
- “to many information in short period”
- “Great ideas just what we need”

**What is your feedback on the (name of the workshop/specific activity) as content and implementation?**

- „Interview - was great and I learned new way how to ask the questions “
- „Stakeholders analysis- it was very useful to understand who can help us direct and indirect everything was great “
- „all of them was good to check and to learn about them a bit. “
- „I can’t say one specific activity was good all of them are perfect and interesting. “

- „Interviews: very useful to know what is the problem and how to fix it also to understand the needs and hopes of the people in the service “
- „I can't remember the names, but each of them had good things for me what I could learn. “

### **What is your feedback on team building activities and learning about group?**

- “was great experience. we used great games and we get to know each other. even if some parts it was online I had great experience.”
- “Great games and Daniel were great with his dance activities”
- “It was fantastic I really enjoy to get to know all of the group “
- “Everything fine”
- “Great activities we had all of them was good created.”
- “Good thing good games and interesting.”
- “Very useful because everyone in our city need it”
- “Daniel was great he showed us how can we use the space around us to do creative activity.”
- “Great activities and many fun”

### **Your feedback about trainers - what was good and what could be done better?**

- „they have been open and did everything to help us and to answer the questions.”
- „The good thing is they are very relaxed and communicative. Let us very comfortable. “
- „They were so good and they helped me if I had questions. “
- „Team is perfect. they have a lot of knowledge. “
- „Nothing, they are great. “
- „Everything is very lovely I've nothing to complain about. The trainers are very cool! “
- „The best trainers I had, would be great to have same trainers in school. “
- „Good they know answers “
- „Great people with good ideas and how to create them in the reality “

### **Your feedback about support from trainers during the Capacity Building Program? Did you feel comfortable during the activity?**

- “Yes, I feel so comfortable. and they are still available for me if I have questions.”
- “We had all support from them”
- “Yes, they were all the time near me and helped me in the problems and questions.”
- “yes, was great feeling to be there”
- „Got all support “

### Further comments (optional)

- “Great experience and I’m grateful.”
- “I’m happy to be part of this project”
- “We should do it longer.”





## 2.3 GREECE

### 2.3.1. The Program Structure

The Capacity Building Programme in Greece was implemented by the Institute of Research and Training on European Affairs – I.R.T.E.A. – in 6 hybrid sessions during the months of August and July. The sessions were held both at I.R.T.E.A's office in Athens and on Zoom. The main objective of the CBP was for the 20 participating YSDs to develop and become familiar with the service design methodology, while upholding the pillars of social inclusion and green growth and sustainability. This goal was achieved through their participation in the CBP's activities, which included interactive workshops, team building activities and insightful discussions. The sessions were facilitated by the project's designated trainer, Mr. Nikolaos Moraitakis, experienced in the fields of youth activation and youth political participation.

More specifically on the implementation of the CBP, the 1st meeting, on the 8th of July, aimed to help the YSDs to understand the project's objectives and activities and become familiar with its structure. After the welcoming ceremony, the YSDs had the opportunity to become acquainted with their trainer and I.R.T.E.A's team, but also with each other. In addition, they were assigned roles in preparation for the future activities and workshops and were asked to evaluate the programme's start through online questionnaires. Moving forward to the 2nd Meeting, which took place on July 19th, the YSDs started the day's activities with an ice-breaker game using MIRO. Afterwards, they were presented with a detailed overview of the UPSHIFT programme, a UNICEF initiative for empowering young people with fewer opportunities. They were also introduced to the Capacity Building Programme and the YSD project on a deeper level. The aforementioned presentations were conducted by I.R.T.E.A's team. During the second half of the meeting, the YSDs became familiar with the partner Municipality – the Municipality of Salamina – and its policies in service design so far.

The third meeting on July 20 aimed to introduce the YSDs to the field of service designing and user experience. The day was filled with practical exercises, namely a workshop on Design Thinking and a Problem Tree exercise. Lastly, the YSDs were assigned two hours of homework as practice. At the 4th Meeting, which took place on July 21st, the YSDs worked together to examine the subjects of social inclusion and green growth in today's world, the main challenges and prospects offered. They participated in simulation exercises (stakeholder mapping) and role playing activities, in order to study their intended target group. The day concluded with a World Cafe session on the central topics of the programme. Finally, the YSDs evaluated the programme, having reached its halfway point.

On July 24th, day of the 5th Meeting, the YSDs once again participated in a program full of interactive workshops and brainstorming sessions. The YSDs worked together in breakout rooms and brainstormed ideas on the central topics of the programme. They also studied the methodology on how to build a successful and useful persona. Lastly, the YSDs ended the day with two hours of homework.

The 6th meeting on July 27th was joined by Mrs. Eleni Bilia, Vice-Mayor of Education of the Municipality of Salamina. Her presence gave the YSDs the opportunity to discuss the Municipality's needs – both present and future – on service design. Afterwards, the YSDs worked on their pitching skills, how to present their service design ideas in an easy to understand and convincing manner. In the end, the YSDs were asked to evaluate the programme overall through the specified questionnaire.



The YSDs met with the youth workers and I.R.T.E.A’s staff on September 20th for the CBP’s Final Module. Together, they discussed the outcomes of the programme, exchanged feedback and began the selection process for which service design ideas to present for implementation in the Municipality of Salamina, in the framework of the Public Innovation Labs. Additionally, the YSDs were informed about practical matters by I.R.T.E.A’s team, namely the upcoming peer-to-peer training events in Poland, Italy and Finland.

## 2.3.2. The participants and the trainers

### The Participants

Presentation of the Young Service Designers

The team of YSDs consisted of youth from Salamina and Athens, all highly motivated young people looking to bring dynamic, fresh, new change to their local communities.

Profiles of the YSDs:

<b>Name</b>	<b>Surname</b>	<b>Gender</b>	<b>Age</b>
Asimina	Antoniou	N/A	22
Katerina	Delinikoli	N/A	19
Grigoris	Tsiadis	N/A	21
Alexios Vasileios	Tsanos	N/A	20
Anastasia	Kouveli	N/A	19
Eirini	Diakrousi	N/A	19
Zoe	Poulopoulou	N/A	20
Konstantinos	Spinos	N/A	20
Maria Eleni	Liapi	N/A	19
Michaela	Charisi	N/A	22
Olga	Arkoumani	N/A	23
Philippos Georgios	Sarakis	N/A	19
Christos	Novas	N/A	24
Christos	Isaak	N/A	20



## The Trainers

The training team consisted of Ms. Despina Papadaki, Ms. Ioanna Chatziantoniou and Mr. Nikolaos Moraitakis.

**Ms. Papadaki** is I.R.T.E.A's Senior Project Manager. She is PhD researcher at the University of Piraeus & the European Doctoral School on CSDP by ESDC/EEAS. Her expertise lies within the field of EU Projects and youth work. She holds Masters & Bachelors in International Relations & European Studies.

**Ms. Chatziantoniou** is a Project Officer at I.R.T.E.A. She is a Bachelors holder at the Department of European & International Studies at the University of Piraeus. She works in EU funded projects as a youth worker.

**Mr. Moraitakis** is the YSD project's trainer, that aided all of the young participants every step along the way and helped them conquer every aspect of the service design methodology. Mr. Moraitakis holds a Bachelor's Degree in Political Science and Public Administration from Department of Political Science and Public Administration (Field of study: "Administrative Science") from the National and Kapodistrian University of Athens, a Master's Degree (MA) in "State (Governance or Public Administration) and Public Policy" at Department of Political Science and Public Administration in the National and Kapodistrian University of Athens and a Master's Degree (MA) in Youth Work with Games and Digital Media from the Limerick Institute of Technology. In addition, numerous pieces of his work have been published in prestigious publications and he contributes as a researcher, especially in the field of monitoring elections and the political participation of the citizens. He has also worked a project manager for several European projects, with INTERREG and Europe Direct of Crete.

He regards YSD as a very hopeful initiative, which he believes and thinks will motivate youth and bring new, fresh change to the cities involved.

### 2.3.3. The modules

**Module 1:** The goal of the CBP's 1st meeting, on the 8th of July, was for the YSDs to understand the project's objectives and activities and become familiar with its structure. After the welcoming ceremony, the YSDs had the opportunity to become acquainted with their trainer and I.R.T.E.A's team, but also with each other. In addition, they were assigned roles in preparation for the future activities and workshops and were asked to evaluate the programme's start through online questionnaires.

**Module 2:** Moving forward to the 2nd Meeting, which took place on July 19th, the YSDs started the day's activities with an ice-breaker game using MIRO. Afterwards, they were presented with a detailed overview of the UPSHIFT programme, a UNICEF initiative for empowering young people with fewer opportunities. They were also introduced to the Capacity Building Programme and the YSD project on a deeper level. The aforementioned presentations were conducted by I.R.T.E.A's team. During the second half of the meeting, the YSDs became familiar with the partner Municipality – the Municipality of Salamina – and its policies in service design so far.



**Module 3:** The 3rd meeting on July 20th aimed to introduce the YSDs to the field of service designing and user experience. The day was filled with practical exercises, namely a workshop on Design Thinking and a Problem Tree exercise. Lastly, the YSDs were assigned two hours of homework as practice.

**Module 4:** At the 4th Meeting, which took place on July 21st, the YSDs worked together to examine the subjects of social inclusion and green growth in today's world, the main challenges and prospects offered. They participated in simulation exercises (stakeholder mapping) and role playing activities, in order to study their intended target group. The day concluded with a World Cafe session on the central topics of the programme. Finally, the YSDs evaluated the programme, having reached its halfway point.

**Module 5:** On July 24th, day of the 5th Meeting, the YSDs once again participated in a program full of interactive workshops and brainstorming sessions. The YSDs worked together in breakout rooms and brainstormed ideas on the central topics of the programme. They also studied the methodology on how to build a successful and useful persona. Lastly, the YSDs ended the day with two hours of homework.

**Module 6:** The 6th meeting on July 27th was joined by Mrs. Eleni Bilia, Vice- Mayor of Education of the Municipality of Salamina. Her presence gave the YSDs the opportunity to discuss the Municipality's needs – both present and future – on service design. Afterwards, the YSDs worked on their pitching skills, how to present their service design ideas in an easy to understand and convincing manner. In the end, the YSDs were asked to evaluate the programme overall through the specified questionnaire.

**Final Module – Feedback:** The YSDs met with the youth workers and I.R.T.E.A's staff on September 20th for the CBP's 7th meeting. Together, they discussed the outcomes of the programme, exchanged feedback and began the selection process for which service design ideas to present for implementation in the Municipality of Salamina, in the framework of the Public Innovation Labs. Additionally, the YSDs were informed about practical matters by I.R.T.E.A's team, namely the upcoming peer-to-peer training events in Poland, Italy and Finland, as well as about the schedule of the PILs.

## 2.3.4. Evaluation

### Preparatory Evaluation

#### 1. A Point of View Is...

When asked about what a point of view is, 56,3% of the participants responded that it is “a synthesis and summation of our research that states our conclusions about what dynamics must be addressed by our solution”. The other 43,8% replied that a point of view is “a creative ideation method”.

#### 2. The Observation Phase Consists of...

At the question of “What the Observation Phase Consists Of?” 75% of the questionnaire's participants responded that it is “an exploration of the problem space using design research methods”. The remaining 25% split perfectly in half, giving “it's the analysis of assumptions underpinning our design concept and the development of testable hypotheses” and “it's creative ideation and the iterative development of a design concept” 12,5% each.



### **3. Which of the following are ideation methods/tools? Select all that apply.**

A staggering 93,8% of the participants chose brainstorming as an ideation method/tool, meaning that in the consciousness of the YSDs, brainstorming is a necessary and useful tool when it comes to designing a service or for any other type of creative endeavor. The second most popular response was 'Iceberg Diagram', amassing a total of 75% of the votes. 'Journey Mapping' followed with 62,5%, while 'Sketching' gathered 50% of the votes. The option with the least amount of votes - 31,3% - was the method of the 'Worst Idea'.

### **4. Once a stakeholder map is created at the outset of the Observe Phase, it is not appropriate to make changes or additions.**

Regarding the question whether or not it doesn't pose a problem to make changes once the stakeholder map has been finalized, 81,3% of the participants responded that the above statement is false, while 18,8% replied that making changes or additions during the outset of the Observation Phase doesn't create that big of a problem.

### **5. When interviewing, our goal is...**

A quarter of the questionnaire's participants - 25% - defined the goal of conducting an interview as "to encourage the informant to relay a narrative".

The rest of the respondents were split between "to thoroughly cover all of the questions we drafted prior to conducting the interview" and "to explore how the informant makes meaning of their own lived experiences", giving each option 37,5%.

### **6. After developing our design concept, participants should...**

This particular question showcased unanimous agreement in its responses.

All 16 of the questionnaire's participants responded that the next step right after developing the design concept is "to identify key assumptions and craft experiments to validate/invalidate".

### **7. A service...**

When asked to give a definition of what a service is, 6,3% of participants responded that a service "...occurs where there is a value exchange between parts. One part, the service provider, performs a certain activity that results in some benefit that includes specific output and involves certain experiences. The other part, the service user sees value in the output, the experience, or both combined".

The rest of the responses - 93,8% - had a more complex way of describing what a service is. More specifically, along with the aforementioned response, they also described a service as something "is unlike a good in that it is intangible, it unique from users to user, and it is co-produced and consumed simultaneously" and that it "consists of offerings, interactions, touchpoints, channels, and the services".

## **8. Questions on the evaluation of the programme**

### **1. Evaluation of activities, format and structure of the programme thus far.**

On the subject of the evaluation of the programme's structure, the positive responses prevailed. The dominant majority of the participants found that the subject was discussed and presented clearly each time, they had ample time to ask questions and thoroughly enjoyed the practical sessions. Regarding the workshops and activities, the participants once again responded affirmatively, stating that they found the methods both interesting and useful, and that the ways in which the exercises were conducted helped them have a clearer understanding of the topic being elaborated.

## **2. What recommendations would you offer to improve this experience?**

The YSDs also offered their feedback for the improvement of the Capacity Building Programme. The insight was extremely useful as it aided in making the experience of the training meetings better. In total, this question received seven responses, most suggesting some technical alterations, such as adding more potential dates for the meetings and fixing some sound issues, taking into consideration that the meetings were in hybrid form. In addition, the YSDs requested more opportunities to collaborate with the other members of the team and wished for more chances to have the meetings in person.

### **8.3. Please rate your confidence in your abilities and understanding of the following methods and approaches**

Regarding their level of understanding and competence in the key topics and methods discussed during the training meetings, the participants showcased a high enough level of confidence. While they responded almost entirely positively when inquired about their ease with the creative aspects of the programme (ideation methods, problem tree, conducting interviews), they appeared more skeptical regarding their abilities to handle the more technical ones. For instance, the majority of the questionnaire's participants replied that some further instruction on stakeholder mapping could definitely be useful.

## **3. What outstanding questions do you have?**

As for some questions that might have occurred during the training meeting, the participants stated that they had no pressing matters to inquire about, the exception being some technical issues such as the time required to work with the CEREBRUM platform, in the case of an absence.

## **4. What - if any - topics would you like to explore further?**

The YSDs also suggested some topics they're interested in learning more about. These include ideation, personal development, as well as a further elaboration of the topics already covered, saying that it would be helpful in getting a better understanding on service design overall.

## **5. Please share any additional thoughts or feedback**

The final question of the first questionnaire asked the participants to give some further feedback and comments on the programme thus far and their expectations. In general, they showed great excitement for the programme's next stages but also wished it wasn't in hybrid form, saying that a real-life presence of everybody would have made cooperation and socialization easier. Furthermore, they wished to learn more about the Municipality of Salamina, its challenges and needs regarding socially inclusive and sustainable development, both of which were discussed in future training sessions.

## **Mid-term Evaluation**

### **1. I am satisfied with the overall process**

With their responses, the YSDs showed a great level of satisfaction in the process. On a scale from 1 (Not At All) to 5 (Very Much), 100% of the questionnaire's participants stated that they were thoroughly satisfied with the Capacity Building Programme as it reached its halfway point.



## ***2. The program is inclusive and opened space for contributions and exchanging so far***

On a scale from 1 (Disagree) to 5 (Fully Agree), 100% of the participants responded that they found the programme inclusive and that it allowed room for conversation and further elaboration of the topics discussed, based on everyone's unique points of view.

## ***3. I feel aware about service design method***

Regarding their level of understanding of 'service design', the YSDs stated that they feel confident and are aware of the methodology. Overall, on a scale from (Disagree) to 10 (Fully Agree), 61,5% of them chose no.8, with the rest of the responses being split among no.7 and upwards.

## ***4. How have you implemented the capacity building programme in your work/life so far?***

Through the Capacity Building Programme, the YSDs were able to gain a plethora of new skills and knowledge that proved to be extremely useful in various aspects of their lives. More specifically, they stated that because of all the activities, assignments and workshops, they now have a better understanding of the public policy making process and are much more confident in their service designing abilities. Additionally, they gained soft skills, especially through all the team-building activities that helped them be more efficient when working in groups.

Furthermore, CBP also supplied them with knowledge that proved useful to their own fields of study and university courses.

## ***5. Your feedback for the whole process after the capacity building programme (support, management)?***

About the more technical aspects of the CBP - such as the assistance offered by the organizing team – the YSDs responded that they were satisfied and found themselves supported in every step along the way. They found the workshops conducted by the trainer, Mr. Nikolaos Moraitakis, useful, interesting and easy to understand and appreciated the support given by I.R.T.E.A's team.

## ***6. The first part of the Capacity Building Programme fulfilled my expectation***

On a scale from 1 (Disagree) to 5 (Fully Agree), the YSDs responded affirmatively. 100% of the questionnaire's participants chose no.4 and 5 as their top options.

## ***7. Workshops and methods used during the programme - which was the most useful?***

The YSDs stated that they enjoyed all of the workshops and activities. In their evaluation, the team building activities stand out, as they enjoyed working with their fellow YSDs, designing the prototypes of their service and presenting it to the rest of the team. In addition, they enjoyed the roleplaying workshop, which allowed them to judge their work from the target group's point of view.

## ***8. Something to improve (logistic/working methods)***

The YSDs had no suggestions for improvement, saying that they found the levels of organization and the quality of material during the meetings to be satisfactory. However, they pointed out that the training meetings would be more enjoyable if they were able to attend them in person.

## ***9. Further comments (optional)***

To close off the midterm questionnaire, the YSDs were asked for some additional comments on the CBP up to that point. Their comments were positive and showed their excitement and anticipation about the future of the project.



## Post - CBP Evaluation

### ***1. How do you scale your overall satisfaction with the workshops during the Capacity Building Programme?***

On a scale from 1 (Not Satisfied) to 10 (Very Satisfied), the YSDs rated their overall experience of the Capacity Building Programme from no. 7 and upwards.

### ***2. The Capacity Building Programme fulfilled my expectations***

On a scale from 1 (Disagree) to 10 (Fully Agree), the YSDs stated that the CBP met their expectations, choosing no.8 and upwards as the options with the highest percentage of votes.

### ***3. I had a fair chance for contribution***

On a scale from 1 (Disagree) to 5 (Fully Agree), 93,3% of the YSDs responded that had plenty of opportunities for contribution to the activities and discussions. The remaining 7,1% said that they would have appreciated more chances to add something to the conversation.

### ***4. The programme was inclusive to my needs***

On a scale from 1 (Disagree) to 5 (Fully Agree), 100% of the YSDs responded that their needs were indeed met by the CBP.

### ***5. What did you like the most?***

The YSDs responded that they were most impressed by the interactive method used by the trainer. In addition, they enjoyed how responsive and supportive he was, helping them understand every aspect of the service design process. They described the workshops and team building activities as being both informative and entertaining. Furthermore, they were excited to be given the opportunity to discuss their service design ideas with Mrs. Eleni Billia, Vice-Mayor of Education of the Municipality of Salamina, gaining some extremely useful insights from her and using this feedback for the improvement of their concepts.

### ***6. What could be done better?***

Overall, the YSDs had no comments to make about some aspects of the CBP that could have been handled better. A small percentage of them pointed out that perhaps some more time to develop the ideas would have been useful during the brainstorming sessions.

### ***7. What is your feedback on the service design method as a content and implementation?***

Initially, the YSDs expressed some confusion about the topics being discussed during the training meetings. However, by the end of the CBP, they confidently stated that they consider themselves able to successfully design and implement a service. In addition, through the various discussions and the world cafe, they responded that they are now even more aware of the importance of youth activation and participation in the democratic procedures.

Moreover, they said that the concepts of social inclusivity and sustainability are now clearer to them, thanks to the CBP.



**8. What is your feedback on the session for creating your own project based on your community needs as content and implementation?**

The YSDs described problem detection as being the biggest challenge they had to tackle when learning for service design. In addition, they described the training as 'realistic', saying that it helped them get a clear understanding of what it means to design a service that fulfills the target group's needs.

Regarding this, they appreciated the opportunity to converse with Mrs. Eleni Billia, as her feedback will be particularly valuable in the 2nd phase of the programme, the Public Innovation Labs.

**9. What is your feedback on a specific activity as content and implementation?**

The dominant majority of the YSDs named the problem tree workshop as the most effective and interesting one regarding the design and implementation process. During said workshop, they were very impressed to see just how complex the process of finding a problem's causes and designing its possible solutions is, while also allowing room for brainstorming sessions and lots of creativity.

**10. What is your feedback on team building activities and learning about the group?**

The YSDs described the team building activities and group work sessions as a necessity in order to effectively learn what it means to design a service.

They found this method of working to be very efficient, as more people offered their own insight, experiences and knowledge, combining them to create the best possible result.

**11. Your feedback about trainers - what was good and what could be done better?**

Throughout the CBP, the YSDs developed a wonderful relationship with their trainer, Mr. Nikolaos Moraitakis, based on communication, mutual respect and a genuine interest in the field of service design. Above all, they appreciated the way in which he made the most complex ideas digestible, and showed them every step of the service designing process, from brainstorming and detecting the problem, to pitching the idea in order for it to be implemented.

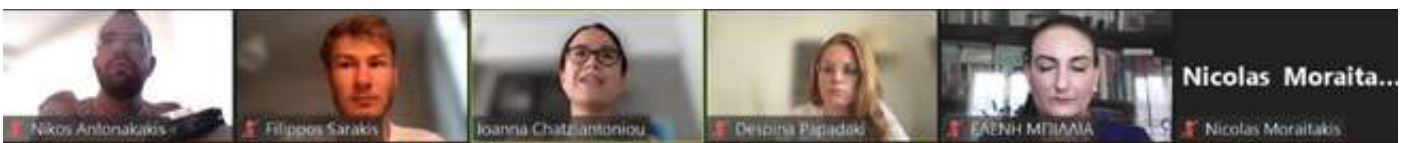
**12. Your feedback about support from trainers during the Capacity Building Programme? Did you feel comfortable during the activity?**

The YSDs felt comfortable and supported throughout the entire process.

According to them, they felt that their contributions were taken into serious consideration, that the team and the trainer were all open to hear them and discuss with them. In addition, they appreciated how, by the end of the meetings, they had no questions left unanswered and a proficiency in the field of service design.

**13. Further comments (optional)**

At the end of the assessment process, the YSDs expressed their enthusiasm for the progression of the project so far and showed great excitement about moving to the 2nd Phase, the Public Innovation Labs, that will bring their conceptualized service designs closer to their implementation, effectively rendering them central actors and involving them in the process of making their cities more sustainable and socially inclusive.



## Ο Δήμος Σαλαμίνας παίρνει την πρωτοβουλία και ξεκινά το Σχέδιο Βιώσιμης Αστικής Κινητικότητας ΣΒΑΚ, 9.02.2022

- Ο σχεδιασμός για τη Βιώσιμη Κινητικότητα είναι ένας στρατηγικός τρόπος αντιμετώπισης των προβλημάτων σχετικών με τις μετακινήσεις και τις μεταφορές στο σύγχρονο τρόπο ζωής.
- Η βιώσιμη κινητικότητα αφορά πρωτίστως τους τρεις βασικούς πυλώνες **ΠΕΡΠΑΤΗΜΑ-ΠΟΔΗΛΑΤΟ-ΔΗΜΟΣΙΑ ΣΥΓΚΟΙΝΩΝΙΑ**.
- Ο σχεδιασμός για τη βιώσιμη αστική κινητικότητα αποτελεί μία μακροπρόθεσμη στρατηγική που προάγει τους βιώσιμους τρόπους μεταφοράς.



## 2.4 SLOVAKIA

### 2.4.1. The Program Structure

The Capacity building program for new young service designers was made at the end of summer vacations and the beginning of the school year. To create a good group dynamic, we started with activities to get to know the participants, build trust with the youth workers and get to know each other. Then continued with sessions about the concept of Young Service Designers, project activities and plans within the project. The final phase of training was focused on learning the methodology of design thinking process and preparation of service ideas that the young participants will implement in the final phase of the project.

Dates: 30.8., 8.9., 9.9., 12.9., 13.9., 15.9., 16.9., 19.9., 20./21.9.

Objectives: To introduce the methodology of creative design thinking and its application in the context of community development for young people on specific issues.

### 2.4.2. The Participants and the Trainers

#### The Trainers

Trainer: Tomáš Pešek, <http://improve-se.sk/>

“For me, it is important for training that people can try what they have learned in practice. I try to build them so that their content is interesting, diverse, interactive and, above all, so that what people learn, they can really use in the work they do. I like multi-phase, longer-term trainings, because they have a greater impact and the participants are demonstrably able to put more things into practice. It is absolutely ideal if the intermediate phases are supported by individual coaching or mentoring of the participants.”

YSD youth worker: Zuzana Sojková, Zuzana Sojková, graduated lawyer, participant of the Teach for Slovakia program, lecturer and activist in the field of education development and linking informal and formal education.

#### The Participants:

Name	Surname	Gender	Age
Viktória	Vaššová	N/A	N/A
Ingrid	Olahová	N/A	N/A
Kristína	Jamkovová	N/A	N/A
Sára	Darmová	N/A	N/A



Zsolt	Varga	N/A	N/A
Martin	Bobal'	N/A	N/A
Šimon	Golian	N/A	N/A
Rebecca	Ridzoňová	N/A	N/A
Dominika	Hroncová	N/A	N/A
Michaela	Matiašová	N/A	N/A
Zuzana	Šterková	N/A	N/A
Kristína	Kocherová	N/A	N/A
Ivan	Kováč	N/A	N/A
Vika	Vramová	N/A	N/A
Markus	Bangó	N/A	N/A
Marian	Komát	N/A	N/A
Samuel	Vilhan	N/A	N/A
Patrícia	Jakuliaková	N/A	N/A
Maximilián	Peťko	N/A	N/A
Samuel	Tkáč	N/A	N/A
Miriam	Galdíková	N/A	N/A
Adriána	Pošová	N/A	N/A



Lenka	Zelenková	N/A	N/A
Tobias	Činčura	N/A	N/A
Patrik	Hudák	N/A	N/A
Viktória	Jonášová	N/A	N/A

The participants for the training were selected from among the students of high schools in Lučenec. They form a diverse group consisting of young people active in student parliaments and youth organizations, as well as inactive youth who would like to get involved in volunteer activities.

### 2.4.3. The modules

#### INTRODUCTION

Short annotation of session: Introduce methodology of design thinking, where is it and what it is good for.

Step-by-step with basic principles of design thinking: 1. Support crazy ideas 2. We go for quantity (quantity) 3. Build on the ideas of others 4. Focus on people (users) 5. Be visual, model 6. Avoid criticism 7. Fail often and early enough 8. Stay focused 9. Enjoy

#### EMPHATIZE

Short annotation of session: Understand the target group and gather what you have found out. Who exactly are they? Where do they live? What is bothering them? What do we already know? What do we need to make sure?

#### DEFINE PERSONA

Short annotation of session: To pick a specific situation, problem, challenge and to break it down a bit.

Possible questions (select only relevant ones) What exactly is the problem? What do you know about him? What don't you know about him? What should be different? Why does that bother you? What is not the problem? Who is it about? For whom is this not a problem? Who decides?

Who else is also indirectly affected? Who can want a solution and contribute to it? Who, on the other hand, can hinder the solution and why? Where does it appear? Where is the biggest one? How does the problem manifest itself? When is it not a problem? How does it relate to other problems? What could a solution look like? What has been tried so far? How to see a problem as an opportunity?

TASK: Create a PERSON - a specific person who has this problem and define who he/she is, where he/she lives, what he/she is interested in, both on and off the subject, his/her background, parents, hobbies.



## IDEATE

Short annotation of session: Creative groups for brainstorming together at each location, share collect. Then groups sit down together and can still invent if they need to, but at some point, they should choose and narrow it down to a priority one idea, or a few things they can combine together into one idea.

Exercises to develop creativity: 1. Stop, go. Jump, clap 2. Sending a gift in a circle 3. Opening hours at a nearby bar (popular establishment)

Helping questions for brainstorming: What hasn't been here before? If we had unlimited resources and possibilities we would? If we were to get really creative, we'd? What definitely won't work? - as a method of negative brainstorming to reignite creativity.

## PROTOTYPE

Short annotation of session: Create a model of how it could work.

How exactly would this idea/solution work? How exactly should they use it?

Create a prototype (3D). A box of toiletries with some accompanying text and warning? A new type of bin with info steps?

## TEST AND FEEDBACK

Short annotation of session: Presenting prototypes, discussion, questions, suggestions, feedbacks. Place and time to give space to think and catch flies. Here you can comment on the design, on specific texts, slogans, location, color. And then you can incorporate feedback.

At the very least, name what they liked and what else they would change and how they would go about testing this prototype specifically.

## FINAL REFLECTION

What do they want/need to do now about design thinking? What they take away from the whole process?

### 2.4.4. Evaluation

The participants of the training evaluated the qualities very positively. They agreed that they learned a lot of new things in preparing their own projects and services for the public. They feel more confident for the further implementation of project activities and are motivated by the opportunity to participate in training abroad. They consider the weak side of the project to be that it is not certain whether they will have secured financing for their activities and they are concerned about the sustainability of the project.

Trainers and youth workers evaluated the course of training positively. Thanks to the support of local organizations and schools, we managed to find smart young people who are profiled as the future leaders of the group and the drivers of the project.



## 2.5 FINLAND

### 2.5.1. The Program Structure

The main aim of localizing the Capacity Building Programme to Finland was to give young participants an understanding of what service design means and how it can be incorporated in public and private services.

During the programme we used the help of one external speaker, Gyan Dookie who is working as a lecturer in many Universities of Finland

### 2.5.2. The participants and the trainers

#### The Trainers

*Anja Presnukhina* started working as a project coordinator in February 2022. As a youth worker, Anja carried out the implementation of the project (together with Iina, Mikko and Jenna) as well as all the rest of the communication with young participants about all the aspects of this project. For example, she worked as one of the trainers during the capacity building programme.

*Mikko Koivisto* was employed in March 2022 and started working as a Youth Worker in the YSD project. His academic knowledge in both theoretical and practical sides of youth work was irreplaceable when trying to understand all the aspects of youth activation and non-formal education. Mikko helped to plan and arrange the parts of the project related to training and organizing, while also helping with all the logistics in the project.

*Jenna Naukkarinen* is a youth work coordinator from Tampere municipality. She works not only on the YSD project but also with the youth council of Tampere, which gives her a multilevel understanding of ways to organize and mobilize youth.

#### The Participants

The recruited participants are all under 22, while the youngest participant being 16 at the moment of writing this document. Some of them are in high school or in a vocational school, studying medicine, youth work and sociology.



Name	Surname	Gender	Age	Profile
Hanna	McMenamin	F	17	Hanna joined the project already in Spring and her main interest areas are in arts and development of her own areas
				wants to use her excellent language skills to connect with new people.
Krista	Sillanpää	F	16	Krista is an active member of the youth council of Tampere. She joined the project also in Spring and wants to learn more about public services and their design.
Angelina	Patokallio	F	17	Angelina is a highly motivated doer in world of culture policy. She is one of the YSDs who joined the project already in Spring.
Aapeli	Niskanen	N/A	17	Aapeli is an extremely curious nursing student and a music enthusiast, who spends his free time with his friends and watching films.
Eeva	Vimpeli	F	18	Eeva is a high school student who has already been outside of Finland for a long period - she spent an exchange semester in US. Eeva is a responsible and socially oriented person and she spends her free time with her friends.
Pirooze	Ibrahimi	N/A	18	Pirooze is a highly motivated individual who is interested in all kinds and aspects of international relations.
Liinu	Loukiainen	F	18	Liinu is planning to engage with international policy after she graduates high school. She is a big lover of nature.
Rahoya	Hassan	M	18	Rahoya has lived in Tampere for 4 years now and would love to join YSD and know more about service design. He has done research about it before, he was very intrigued, and started gaining interest.
Isa	Laakso	F	18	Isa studies to become a youth worker herself. She is a big music geek and loves sports.

Sara	Moisio	F	16	Sara is interested in meeting new people and learning new things about different cultures. She has been active in the youth council of her town for four years.
Emma	Juntunen	F	17	Emma studies in high school. She speaks many languages, plays tennis, and bakes in her free time. Feminism and equality are important topics for her.
Tilli	N/A	N/A	16	Tilli moved to Tampere to study art more intensely in high school. They applied to the project because of her curiosity about the work of the city. They want to learn and get to change the life around them.
Sina	Järvilehto	F	16	Sina is on her way to become a professional in tourism industry. She speaks three languages fluently and she is learning four more. She is eager to make a difference outside of Finland too.

### 2.5.3. The modules

#### 1st meeting: May 5th

On the first meeting of the YSDs, we were excited to get to know each other and settle a common understanding of the project we are starting to work on. A brief timeline was also showed to give the participants an idea of how they should organize their time when thinking about the project.

#### Grassroot event (14th of May)

For this event, which was eventually part of the CBP, our YSDs travelled to Helsinki. There they took part in organising a masterclass on transforming public services to be more inclusive and easy to use.

#### 3rd module: Learning the basics

On 25th of May, the participants and the trainers gathered to take part in service design training organised by Gyan Dookie, a leading expert and a teacher in this area.

#### 4th module: Bootcamp

25th of August marked a new start for the CBP, since the new group of YSDs joined the programme. During this camp, we went back to everything we have learned before and transferred the information between each other. This point of the programme was crucial not only considering the upcoming service work itself but also in terms of community building.





#### 5th module: Data analysis (8.9.)

During the previous module, the participants were asked to gather information about the topic, which they want to focus on when making the service. In this module, the youngsters presented the results of the questionnaire about the events in Tampere they made and implemented. During this meeting, the team to join the first Peer-to-Peer event in Lublin was chosen by peer evaluations and in the end, voting.

#### 6th module: Closing and planning the future (various meetings in October)

The last, closing module of the CBP was divided and decentralized into both offline and online parts, and the main aim of it was to establish an ongoing connection between the participants and inspire them to start building the service of their own.

### 2.5.4. Evaluation

During the Capacity Building Programme the participants received three evaluation forms: before, during and after the implementation. The main challenges that we found during the evaluation were finding the balance between the information that is digestible but challenging enough and keeping the programme fun for the volunteer participants.

In the first evaluation, it was clear that the participants were quite unsure about their knowledge in service design. We want to pinpoint this quote from one of the participants which was an answer to a question about topics that interests them: “Creativity throughout history in service design. What kinds of big discoveries have been made that are so normal now, that most of us don’t realize were revolutionary or otherwise astonishing?”

During the second evaluation, which was sent in the middle of the CBP, the answer that was the most interesting to us was that the participants did not remember the methods that we used during the programme. This led to an internal re-planning of the future training.

In the last questionnaire, the answers were quite the same as in the very first one. The remaining YSDs were happy and excited to see what is coming after they finish the CBP and head to the next level of the project.



## 2.6 POLAND

### 2.6.1 The Program Structure

The Capacity Building Programme in Poland was made in 5 days in one stretch between 18-22 July 2022 in Lublin, Poland. Part of the activity was done in the City Hall building (18-20.07.2022) and second part in Sempre a Frente facility (21-22.07.2022). A total duration of 40 hours.

YSD youth workers guided the learning process using educational methodologies: Brainstorming, Cooperative learning, Participatory learning and Experiential Learning.

The people involved in the Italian Capacity Building Program were:

- Jagoda Idziak as Trainer
- Marta Szczodrak as Trainer
- Dawid Reja as Trainer
- Arkadiusz Klej as Trainer
- Agata Cholewa as Trainer
- Agnieszka Parol-Gorna as a Guest European Youth Capital
- Aleksandra Kulik, Sempre a Frente President
- Alina Prochasek, YSD Coordinator for Technical and Organizational Support
- 20 Young Service Designers coming from Lublin

	<b>MONDAY 18.07</b>	<b>TUESDAY 19.07</b>	<b>WEDNESDAY 20.07</b>	<b>THURSDAY 21.07</b>	<b>FRIDAY 22.07</b>
9.00 - 10.30	-Presentation, introduction to the project -Integration + contract with participants -Introduction to Service Design	- Energizer - Identifying City problems - Selection of stakeholders	- Energizer - Building empathy map - Formulating assumptions and hypotheses	- Energizer - Design phase	- Energizer - Completion of our service - together
10.30 - 12.00	- Discussion of the joint calendar - Main goals of the project - Team building and further integration	- Level of interest and influence of stakeholders - Interviews, surveys	- POV + HMW - Brainstorming 'against' invented HMW - Journey Map	- Creating prototypes	-Preparing materials for distribution

12.00 - 12.40	Break	Break	Break	Break	Break
12.40- 16.40	<ul style="list-style-type: none"> <li>- Quiz on Service Design</li> <li>- Survey at the beginning</li> <li>- Summary + announcement of what will be the next day so they can come already with ideas. Idea making</li> </ul>	<ul style="list-style-type: none"> <li>- Creating questionnaires/interview questions, dividing into groups and here an outdoor session - realistically going out and conducting interviews</li> </ul>	<ul style="list-style-type: none"> <li>-Journey Map CD</li> <li>-service blueprint</li> <li>-Summary + Survey (midterm)</li> </ul>	<ul style="list-style-type: none"> <li>- Presentation of trainers</li> <li>- Arkadiusz Klej and Agata Cholewa, who present service design in Lublin</li> <li>- meeting with Agnieszka Parol-Gorna</li> </ul>	<ul style="list-style-type: none"> <li>- Planning next steps</li> <li>- Final evaluation</li> <li>-Final survey</li> </ul>

## 2.6.2 The participants and the trainers

### The Trainers

**Jagoda Idziak**- YSD Trainer. Sociotherapist, youth worker, trainer at Erasmus + Youth

Exchange and Training Course, coordinator of European Solidarity Corps program. She has Master's degree of Care and educational pedagogy with pedagogical therapy.

**Marta Szczodrak**- YSD Trainer. As a psychologist she is delivering psychological support for the charges of the occupational therapy workshop and their families, crisis intervention, prevention of self-destructive behaviors, social and vocational rehabilitation. In Sempre a Frente she is responsible for strategic planning, team management, control, implementation of activities, managing activities related to helping children and youth.

**Dawid Reja**- YSD Trainer. Working as a trainer, youth worker, youth animator. Mostly responsible for conducting information meetings for young people from all over the Lublin region/ organizing activities of local and foreign volunteers/ conducting training for volunteers and future local animators.

**Arkadiusz Klej**- Service Design Trainer. Journalist for #Culturally magazine, works in culture. Fellow at School of Ideas, where he leads projects at the intersection of technology and philosophy and designs advanced tools for culture and business. He manages projects and acts as a mentor for social projects.

**Agata Cholewa**- Coordinator of participatory and educational activities, Social Participation Office, Lublin City Hall

**Aleksandra Kulik**- President Sempre a Frente Foundation, She is also responsible for

- strategic planning, organization management, team management, control, implementation of activities,
- building partnerships, overseeing social media communication of the organization
- holding the function of a member of the Children and Youth Committee at the Mayor of Lublin
- performing the duties of the member of the Public Benefit Works Council of the City of Lublin

## The participants

<b>Name</b>	<b>Surname</b>	<b>Gender</b>	<b>Age</b>
Anastazja	Goch-Krusińska	F	19
Aleksandra	Borzęcka	F	21
Natalia	Bartoszuk	F	19
Michał	Gierasimiuk	M	16
Zuzanna	Nowak	F	18
Kaja	Możdzeń	F	16
Piotr	Tomczuk	M	19
Karolina	Wrona	F	19
Róża	Olech	F	15
Przemysław	Celiński	M	19
Hubert	Mikułowski	M	17
Jakub	Mendez-Chmielewski	M	18
Klaudia	Kucharczyk	F	17
Katarzyna	Kańczugowska	F	17
Kasia	Dobrzańska	F	17
Iga	Balicka	F	24
Weronika	Osełka	F	24
Jan	Woźniak	M	18
Kamil	Konieczny	M	19
Izabela	Bejm	F	24
Anna	Kwiecień	F	17



## Testimonials

*I am very curious and looking forward to working together for the benefit of Lublin's youth. I hope these will be valuable services that they will be willing to use.*

- Kamil

*The experience of this training will definitely help us get to know the youth and the needs of the city better to find a common language and create something together*

- Kasia

*For the first time I have the opportunity to learn and learn about such things as service design, I still have many questions whether we understand it well, but I am glad that we have great trainers who support us during this learning process*

- Michal

*He is working in a group together on an idea I have been thinking about for a long time, I was very keen to find the possibility of its relationship. Through the design series, I am learning how to turn my ideas into services. A great plus of the training is that it introduces us to city employees and other young people - mainly the youth council and Lublin activists. I am very much looking forward to the next trainings*

- Piotr

## 2.6.3. The modules

### MODULE 1

- Discussion of the joint calendar
- Main goals of the project
- Team building and further integration

### MODULE 2

- Identifying City problems
- Selection of stakeholders
- Level of interest and influence of stakeholders
- Interviews, surveys

### MODULE 3

- Building empathy map
- Formulating assumptions and hypotheses
- POV + HMW
- Brainstorming 'against' invented HMW
- Journey Map
- Service blueprint



## MODULE 5

- Completion of our service
- Preparing materials for distribution
- Planning next step

### 2.6.4 Evaluation

The Young Service Designers were asked to evaluate the overall process on three different stages of the programme: at the beginning, mid-term and at the end. The evaluation was conducted through questionnaires on Google Forms. The aim was to assess the knowledge retention rate, the sense of support and progress regarding specific soft or hard skills, their expectations and satisfaction for the CBP (clarity and usefulness of the program).

*In the first questionnaire, the YSDs answered some questions based on their knowledge and understanding of some of the main concepts and methods of service design. Moreover, they assessed purposes, format and time of the activities run so far.*

*In the second form, the YSDs evaluated the overall process and gave some useful recommendations on what could be improved for the next training sessions.*

*Lastly, in the third questionnaire, the YSDs gave their feedback on the Capacity Building Programme, assessing specific aspects such as the competence of the trainers and the inclusiveness of the training. Moreover, they provided useful suggestions on what could have been done better, in order to work on it for potential future training programmes organized by CCB.*

The following chapters are dedicated to the thorough examination of the results of the three Evaluation Questionnaires.

## Beginning

### **1. Evaluation of purposes, format and time of the activities**

During the oral evaluation after the first day of training, participants showed great + enthusiasm about the content presented. The participants were very satisfied. What they found to be the greatest advantage was the friendly atmosphere and the creation of rules that made them feel very comfortable throughout the process.

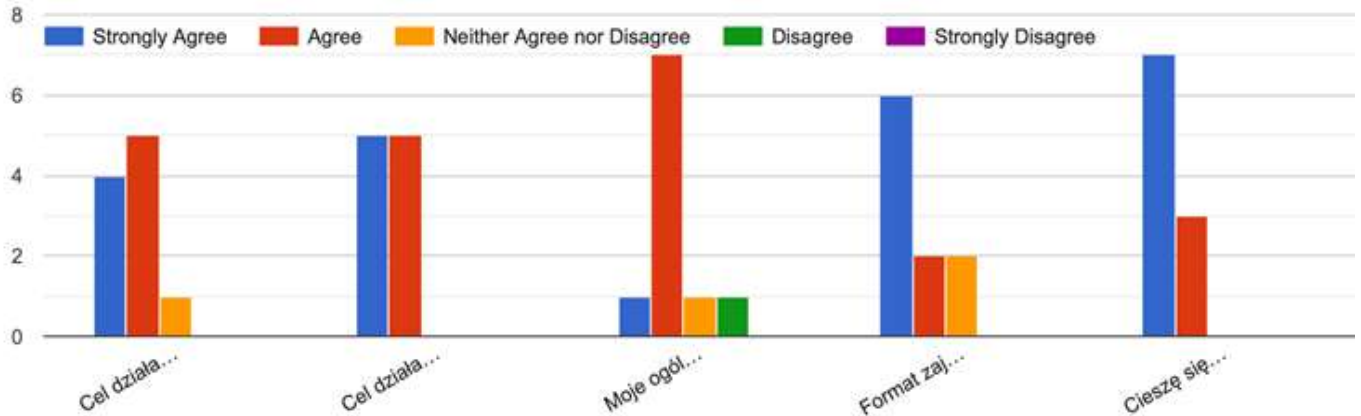
Online questionnaire:

1. Also in the evaluation they showed that the presented content was understandable to them and conveyed in a simple, clear and comprehensible manner. Most agreed with this assessment.
2. The vast majority of participants believe that service design is a method that will support their ideas and their implementation. Most believe that it will help them achieve their goals.
3. Most after the first meeting also expressed ze understanding of the process and the methods and basics of service design. On the other hand, there were also a few people here who had their first contact with service design and not quite the first session brought them all the answers and understanding of all the content.



- 4. Conducted classes - from theory to practice with discussions and coming to a common understanding of the content was an acceptable form of classes for most participants
- 5. The vast majority of participants were very satisfied/satisfied with the class and everything they learned about service design

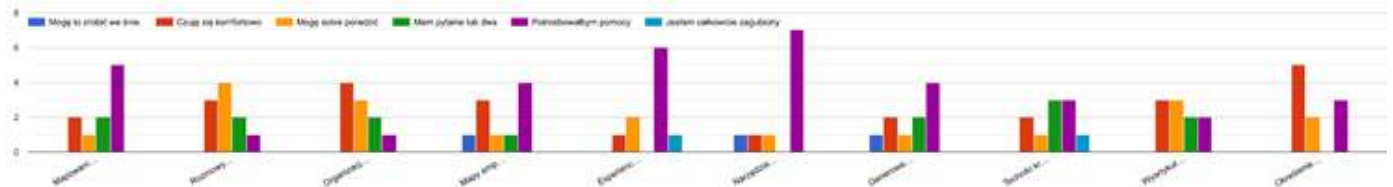
**Proszę odpowiedzieć:**



**2. Please rate your confidence in your abilities and understanding of the following methods and approaches**

When asked their level of understanding and competence in some key topics and methods discussed during the training meetings, the participants answered without confidence. Not each of the methods was already presented and well explained. Methods such as “Stakeholder Mapping”, “Interviewing”, “Organizing Findings” and “Experience Maps, Journey Maps, Empathy Maps” “Causal Analysis Tools (Problem Tree, Causal Loop Diagrams, Iceberg Diagrams)” or “Generating insights and developing a POV” was new for some of participants. First module was not dedicated for the presentation of the list of the method.

Proszę ocenić swoje zaufanie do swoich umiejętności i zrozumienia następujących metod i podejść





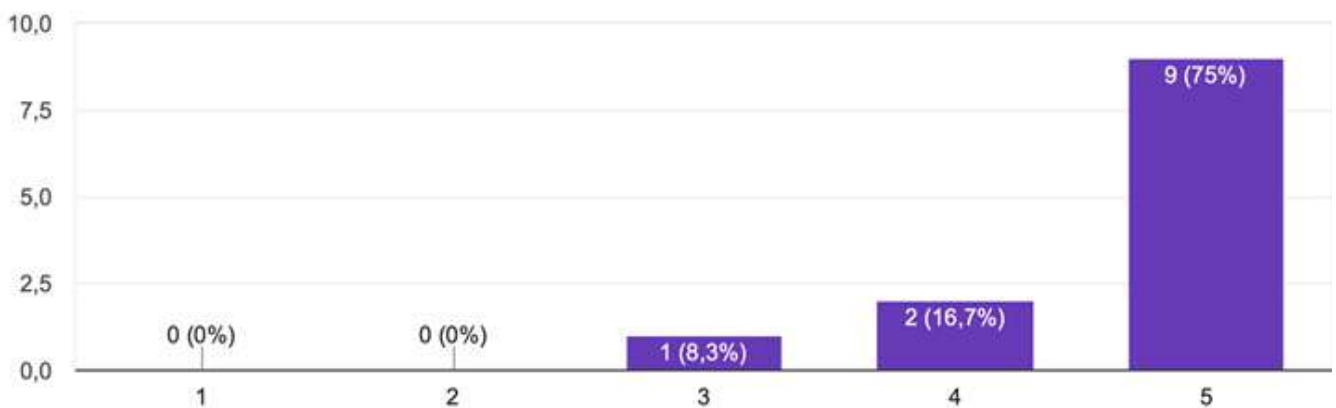
### 3. What - if any - topics would you like to explore further?

- Creative Ideation techniques
- Creative ideation techniques, causal analysis tools, experience maps
- Urban design
- All of them! For each of them I am not entirely familiar with.
- Blueprint
- Creative Ideation

## Mid-term Evaluation

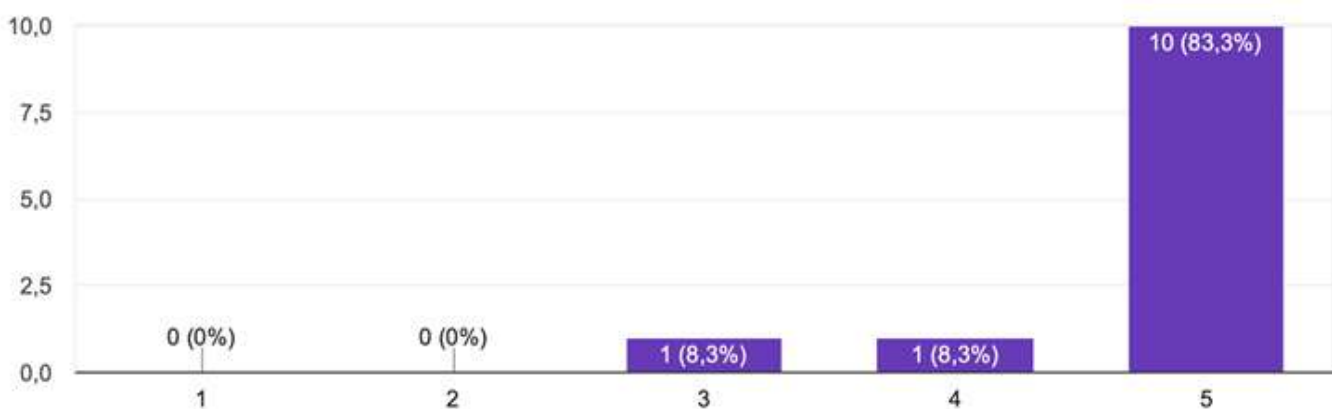
### 1. I am satisfied with the overall process

The YSDs showed a very great level of satisfaction with the process. On a scale from 1 (Disagree) to 5 (Fully Agree), 75% of the participants rated the Capacity Building Programme with 5.



### 2. The program is inclusive and opened space for contributions and exchanging so far

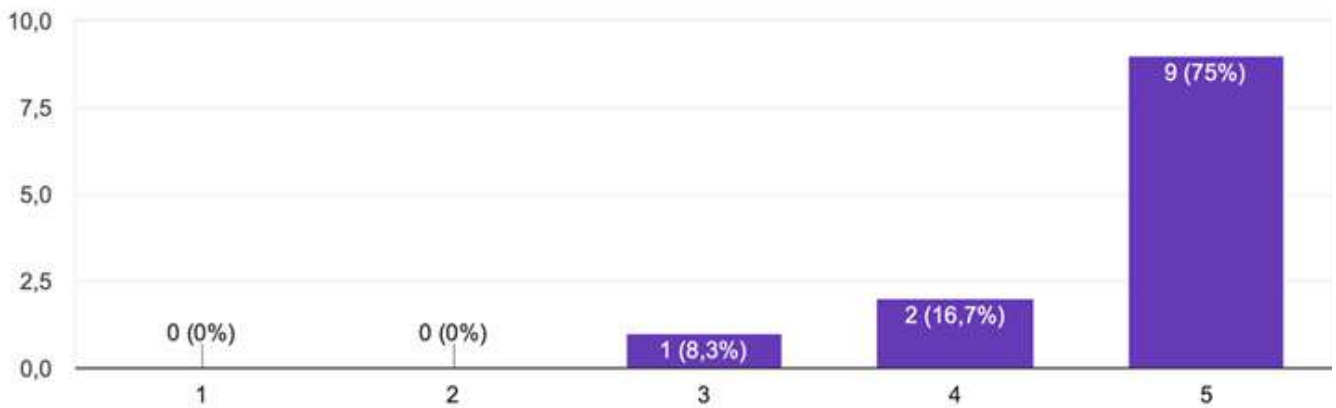
On a scale from 1 (Disagree) to 5 (Fully Agree), around 90% of the participants fully agreed that the programme is inclusive and that it allowed room for exchange and discussions.





### 3. I feel aware about service design method

Regarding their level of understanding of the “service design” methodology, 75% of the YSDs rated the above statement with 5, on a scale from 1 (Disagree) to 5 (Fully Agree).



### 4. How have you implemented the capacity building programme in your work/life so far?

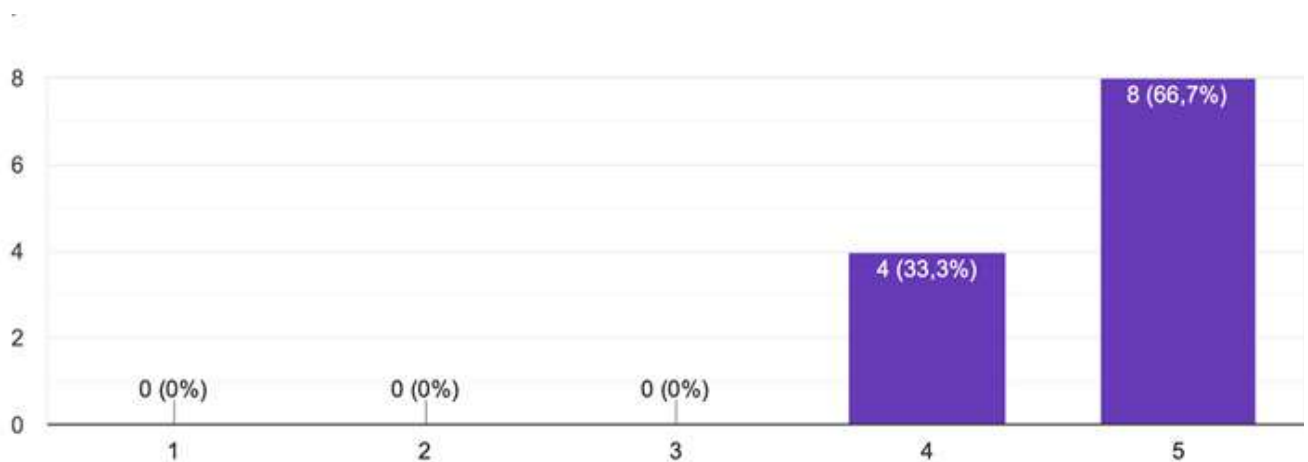
- Not yet implemented
- As Vice President of PRE Foundation, I try to organize relevant activities adapted to the target group of participants
- I try to participate in as many training and volunteer activities as possible that coincide with my interests
- Time management, planning activities, day, week, month, writing out goals, to-do lists, looking for opportunities
- I have not yet had the opportunity to take advantage of.
- By taking workshops and courses, meeting new people and taking part in competitions that require engaging projects
- Probably yes
- I agree.
- Bire taking part in workshops, training courses, exchanges
- I gather knowledge about different techniques of drawing, color, composition on youtube and from books
- Thinking about the possible needs of the people I meet in life and howq service would be useful to them
- Talking to people around me, planning my time and activities undertaken

**5. Your feedback for the whole process after the capacity building programme (support, management)?**

- Support
- Very good contact with the presenters and the ability to exchange ideas freely, even with people with completely different views
- The program is still ongoing, I am not able to tell
- I expected more specific content, on the plus side, exercises and discussions, great presenters
- Support in the classes is very good and at some points very useful.
- I am very satisfied, I think the process included a lot of creative and innovative solutions that I have not seen in any course.
- Super
- I am very satisfied with the professionally conducted workshops, where theory is presented but also practice. Super approach of the presenters, taking care of creative breaks, coffee, snacks.
- Everything is well prepared and efficiently conducted
- I do not understand the question so I will not answer it
- Very well laid out program and its stages, good and attractive way of transferring knowledge
- Very interesting experience. Intense work that makes you reflect, challenge your beliefs. Develops not only in the context of learning about the technique of Service Design, but also personally

**6. The first part of the Capacity Building Programme fulfilled my expectation**

On a scale from 1 (Disagree) to 5 (Fully Agree), 66,7% of the questionnaire's participants rated the Capacity Building Programme with 5 and the 33,3% with 4.



### **7. Workshops and methods used during the programme - which was the most useful?**

- Persona, an interview method to create a persona
- I really enjoyed creating a Persona (Charles) - it helped me to feel in his situation (empathy)
- Practical tasks
- Building a persona
- Interviews with strangers who qualify under our criteria.
- Conducting interviews with passersby, working to complete the task as a team
- Each
- Creating an empathy map and mapping the needs of different social groups and institutions.
- Empathy map, pov
- When we were given a task and we were supposed to first come up with something on the topic ourselves and then possibly get prompts
- Interviewing people, because our ideas about needs confronted with real needs so we could verify our opinion
- Brainstorming, interviews

### **8. Something to improve (logistic/working methods)**

- Nothing
- The hall is a bit stuffy, but it can be endured, so at ease :)
- Everything great, possibly the premises
- More content, maybe, for example, an analysis of some marketing strategy of a particular company (although I know that for some people the existing activities may suit), at the same time I have the impression that with the duration of the training is better with content
- It was flawless everything
- Nothing
- More exercises in English.
- Nothing comes to my mind
- I don't have an opinion on this because this topic is too new for me to comment on it
- Perhaps spreading it out over more days, but shorter blocks because of the amount of information and work, at the end of the day the participants are not so effective anymore
- Longer breaks

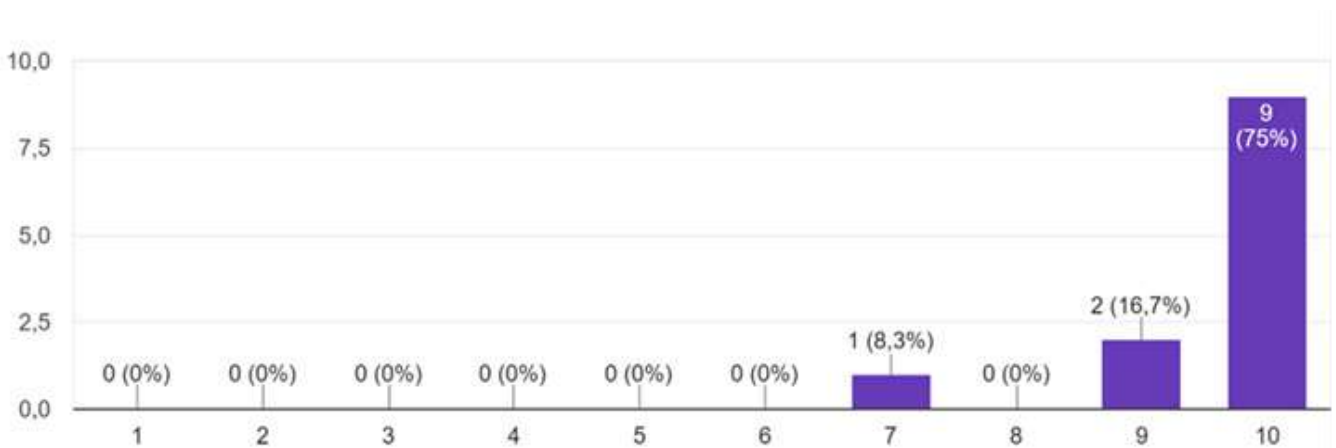
### 9. Further comments

- I don't
- Once again - super presenter
- I think that sometimes we ran out of topic, or developed it very strongly which could extend the working time. Also, the frequent late arrivals disrupted the schedule a bit, but I doubt it was glaring enough to be considered a big drawback
- At the moment I do not have
- Nope, you people are doing great!elp

## Final Evaluation

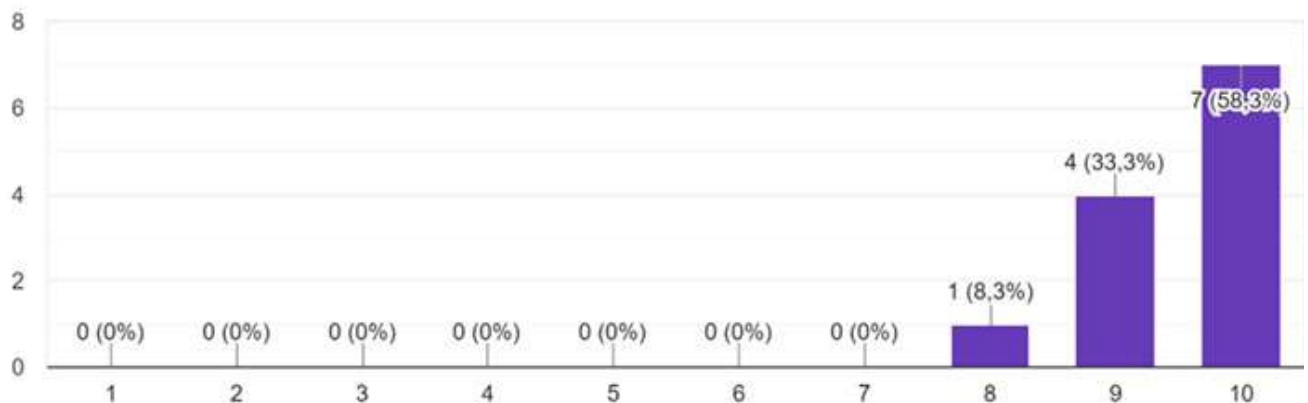
### 1. How do you scale your overall satisfaction with the workshops during the Capacity Building Programme?

On a scale from 1 (Not Satisfied) to 10 (Very Satisfied), the YSDs rated their overall satisfaction with the workshops of the Capacity Building Programme from 7 – 1 person to 9- 2 person and 10- rest of the participants. It is shown that the majority of participants are overall satisfied.



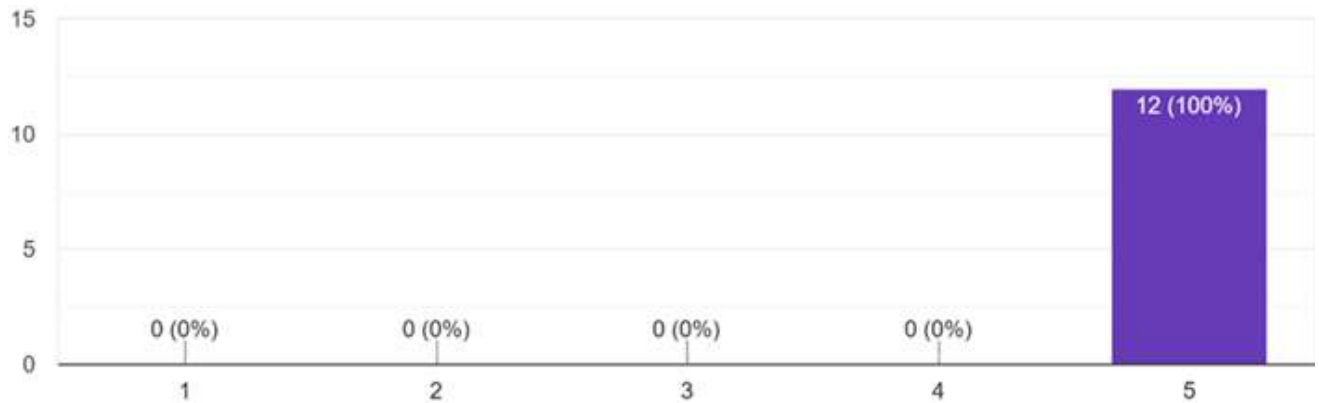
### 2. The Capacity Building Programme fulfilled my expectations

On a scale from 1 (Disagree) to 10 (Fully Agree), the YSDs stated that the CBP met their expectations, choosing 8-10 rank. The majority of participants definitely rank 10.



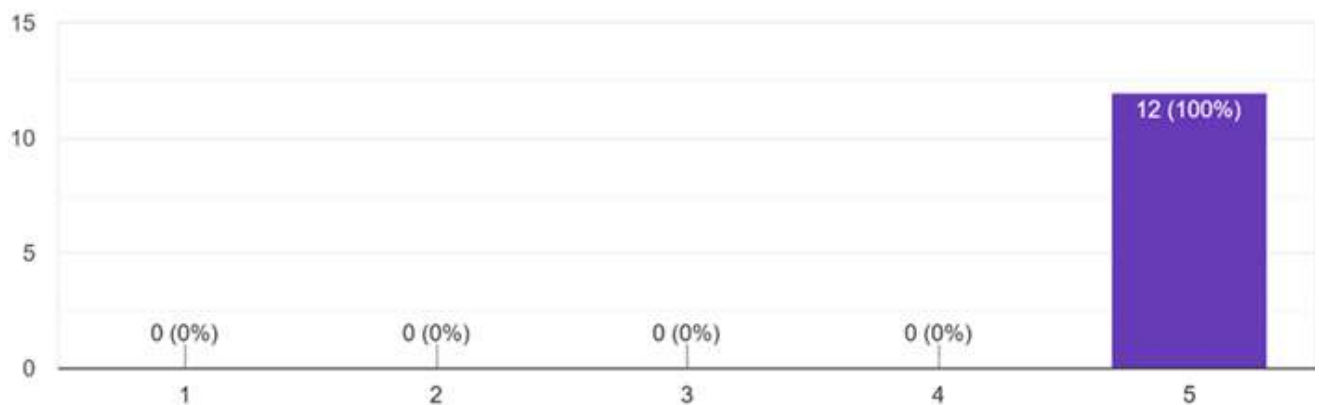
### 3. I had a fair chance for contribution

On a scale from 1 (Disagree) to 5 (Fully Agree), 100% of participants fully agree that the YSDs answered that they had opportunities for contribution to the activities and discussions.



### 4. The programme was inclusive to my needs

On a scale from 1 (Disagree) to 5 (Fully Agree), 100% of the YSDs chose no.5 to state that their needs were met by the CBP.



### 5. What did you like the most?

- Empathy map, pov
- Trainers
- Group work, presenting our idea
- Meeting with stakeholders
- Open-minded discussion
- Presentation about the service designers in our city made by p. Agnieszka and p. Arek
- I really liked collaborating with new people; I also enjoyed the methods that we used during the project
- Knowing new people and working with them

- The stakeholder map
- The possibility of doing something for my city and having support for it
- New method which is very useful
- Creating an empathy map and mapping the needs of different social groups and institutions.

#### **6. What could be done better?**

- Maybe more activity outside
- Longer time and less activity during the day
- Small logistics details
- Nothing
- Maybe bigger place for meeting
- Was too hot in the room
- Longer breaks
- I do not think there is anything to improve

#### **7. What is your feedback on the service design method as a content and implementation?**

- I really enjoyed creating a Persona- it helped me
- I really enjoy the activity about Building a persona
- Interviews with strangers who qualify under our criteria.
- Conducting interviews with passersby, working to complete the task as a team
- Creating an empathy map and mapping the needs of different social groups and institutions.
- Empathy map, pov
- When we were given a task and we were supposed to first come up with something on the topic ourselves and then possibly get prompts
- Interviewing people, because our ideas about needs confronted with real needs so we could verify our opinion
- Brainstorming, interviews
- Doing a interview help us a lot about to realize what is needed to do in Lublin

#### **8. What is your feedback on team building activities and learning about group?**

- Very good contact with the presenters and the ability to exchange ideas freely, even with people with completely different views
- Was good!
- I expected less work but finally I am happy
- Support in the classes is very good and at some points very useful. I think that the Service Design it is something very usefull



- I am very satisfied, finally I can share my idea
- Cool
- I am very satisfied with the professionally conducted workshops, where theory is presented but also practice.
- Everything is well prepared
- I do not understand the question so I will not answer it
- Finally I understand what is Service Designers
- Intense work that makes you reflect, challenge your beliefs.
- Support

**9. Your feedback about trainers - what was good and what could be done better?**

- We love Jagoda, Dawid and Marta
- The trainers were all very helpful
- All the trainers were very helped and open-minded
- Trainers create a great flow
- Trainers was cool
- I am really happy to work with Dawid, Jagoda and Marta and the guest
- I love our trainers, they are the best
- Great support
- Trainers were perfect supporter
- They were excellent and very engaging, very good explanations and very good procedures
- Thanks a lot for organizing everything. Sempre a Frente the best team

**10. Your feedback about support from trainers during the Capacity Building Programme?  
Did you feel comfortable during the activity?**

- Everything was great
- The trainers were all very helpful
- All the trainers were very helped and open-minded
- Trainers create a great flow
- I feel good and comfortable, maybe sometimes was to long or to short time for activity but in general I am ok
- Nothing to complain, everything was fine
- I love our trainers and the project
- I think that everything was ok, we were supported by trainers and can develop our ideas. Maybe some explanation about service design was too hard
- Trainers were perfect supporter
- They were excellent and very engaging, very good explanations and very good procedures
- Thanks a lot for organizing everything. Sempre a Frente the best team





## 11. Further comments

- *I am really happy and glad that I can participate*
- *Thank you for everything*
- *Sempre a Frente is the best organization*
- *I am really happy that I can do something more for Lublin*
- *It was nice to being a part of the training*





### 3. CONCLUSIONS

The goal of the YSD Capacity Building Program for Youth Civic Activation was to empower young people as change-makers, so that they have the tools to identify solutions and co-design services, with the support and the collaboration of the local public administrations.

Training had a common structure and specific sections regarding the local context and the needs of the participants of each country: Italy, Germany, Greece, Poland, Slovakia and Finland. Slight differences are noted from the evaluation process, also because lessons were implemented differently in each country, depending on the Covid-19 restrictions and took place on-line, and/or face-to-face. However, the evaluation demonstrates that the goals of the Capacity Building Program were met and highlighted the common difficulties all participants faced, that were mostly connected to the balance between the length of the programme and content, which should be digestible, but challenging enough and keeping the programme engaging for young people.

Many positive aspects were found: · the design and delivery of the Capacity Building Program was very effective; · All YSD Trainers were well prepared and delivered the courses with excellency; · The lessons were interesting and engaging for the Young Service Designers.

Finally, the program met the goal of empowering young people on civic engagement; it addressed issues such as service design, youth participation and local policy and decision-making processes. Finally, it strongly reinforced solidarity between generations. Overall, it was a fruitful and even fun intervention.

