

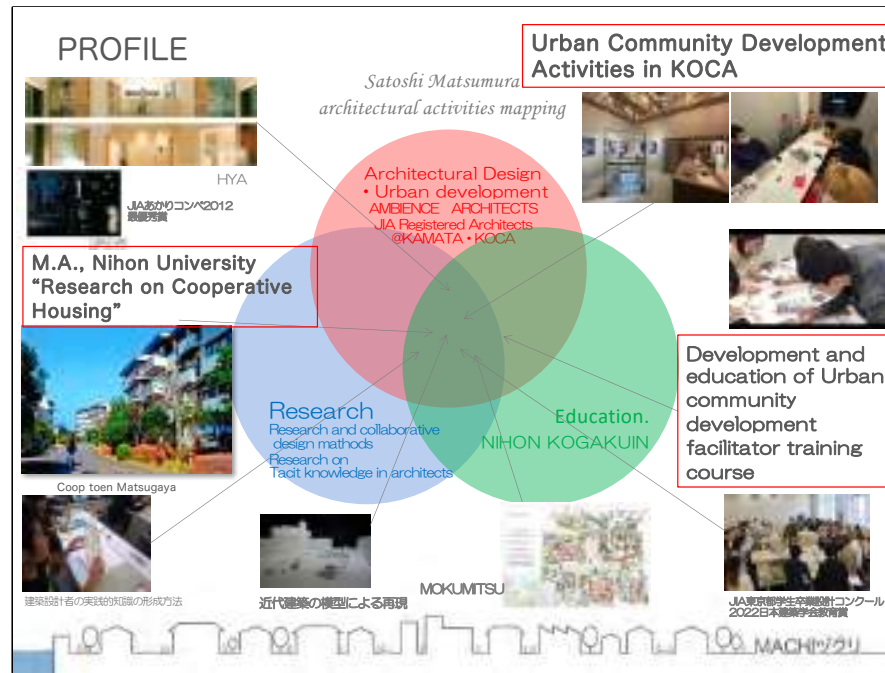
Lecture3 “Helping to collaboration with citizens”

Historic Cairo [Urban community development facilitator training course]

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, NIHOKOGAKUIN TEACHER)



Lecture 3 The lecture will be on “Helping to collaboration with citizens”
I am Satoshi Matsumura, lecturer.



Here is my profile.

I have been involved in three types of activities.

One is research, another is architectural design and community development activities, and the last is education.

First, my research began with cooperative housing.

Cooperative housing is a design method that incorporates collaboration with citizens.

This is a pioneering method of collaboration with citizens in Japan.

I have a master's degree in this.

Next, I would like to introduce architectural design and community development activities.

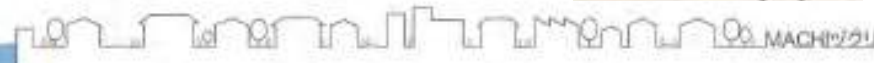
This is an activity at a community development facility called KOCA. Finally, I'll discuss my career in education.

I am using these experiences to conduct a training course for community development facilitators.

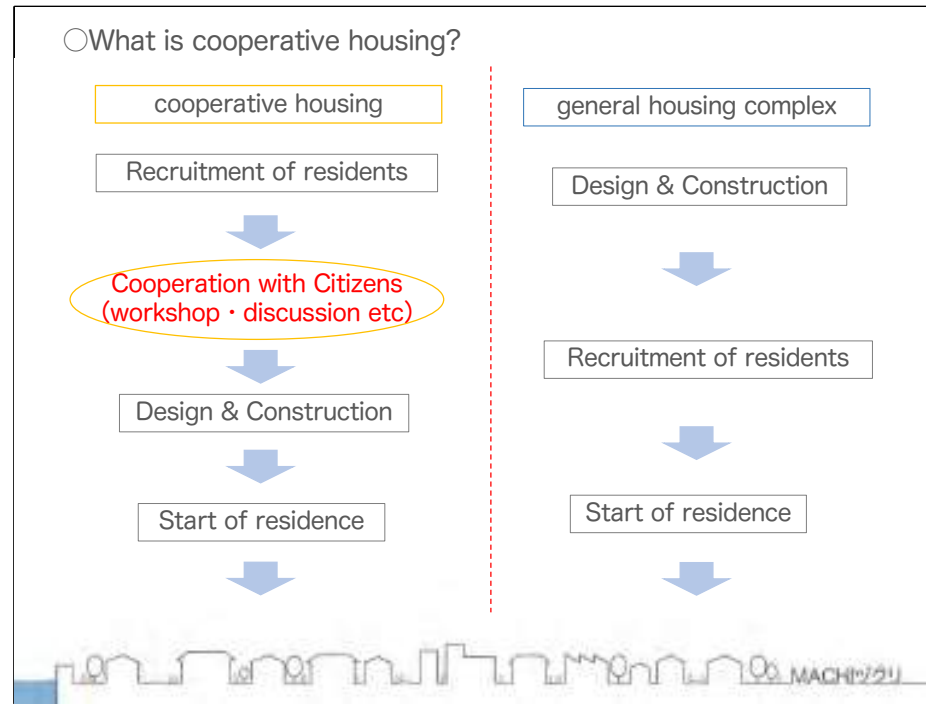
○First, let's look at the key points and benefits of "collaboration with citizens"

- What does that mean?
- What is important?
- What are the effects?
- What is the point?

Imagine by taking a look at cooperative housing, a pioneer in community development that collaborates with citizens!



Now , we will start the main part
First, let's look at the key points and benefits of "collaboration with citizens"
The subject is cooperative housing.



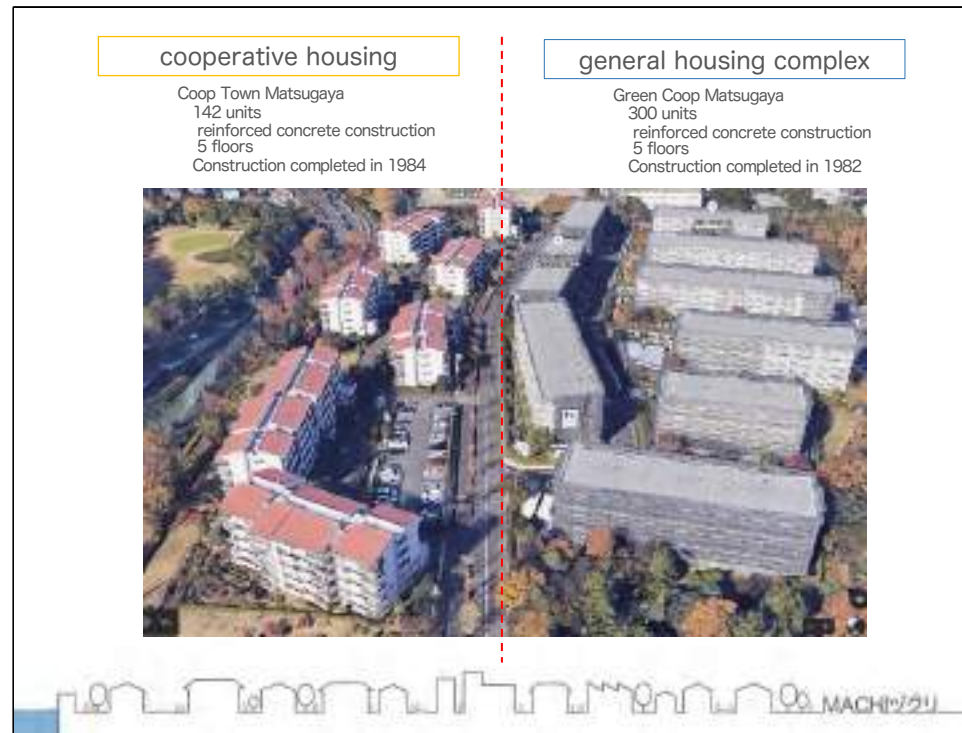
Here is a brief description of cooperative housing in Japan.

In general housing complexes, the houses are built first.
We are looking for people to live in already constructed housing complexes.
Then they begin to live in it.

In cooperative housing, on the other hand, the first step is to recruit residents.
Workshops and discussions will then be held with the residents.
What kind of home do you want to make?
What kind of common facilities will be built?

The designers and citizens will work together to build a consensus.
Design and construction will then take place.
Then it will be completed and lived in.

Thus, a major characteristic is the process of collaboration and consensus building with citizens.



I will share with you some of my graduate research to understand characteristics of collaboration with citizens.

This is a survey of residents.

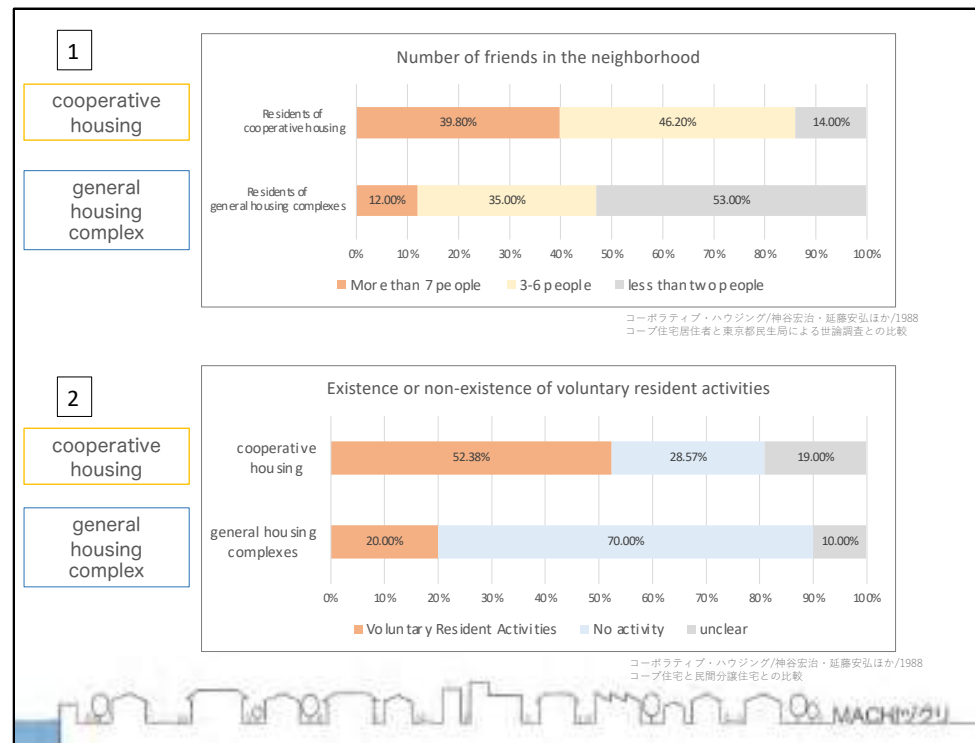
These are two apartment complexes built in the same area, size, and time period.

One is a cooperative housing design. It is called Cooptown Matsugaya.

The other is a general housing complex. It is called Green Coop Matsugaya.



Cooperation with citizens has led to the creation of a wide range of common facilities in cooperative housing. There is a meeting room, multipurpose room, atelier, library, tea room etc. Many flowerbeds and gardens have also been created on the property.



This graph compares cooperative housing with general housing complexes. Both graphs, 1 and 2, show results for cooperative housing at the top and general housing complexes at the bottom.

1 indicates how many friends are in the neighborhood.

2 is a graph about whether voluntary activities are taking place.

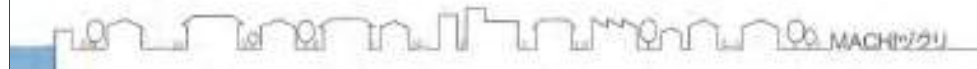
The process of collaboration with the citizens of the neighborhood will help them make friends and increase their activity in the neighborhood.

○A pioneer in collaborative community development,
cooperative housing has the following key points

- ①Creating the housing you are looking for.
- ②Realizing the importance of discussion and collaboration.
- ③Experiencing the joy and significance of gathering and living together.
- ④Common areas will be enhanced.
- ⑤Voluntary event and maintenance management.



I believe that the collaborative process itself is important.
With this in mind, let's take a lecture on how to help us
collaboration with citizens.



A pioneer in collaborative community development, cooperative housing has the following key points

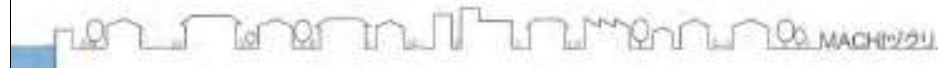
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- ⑤Voluntary event and maintenance management.

I believe that the collaborative process itself is important.

○The following two communication skills are necessary for Urban community development facilitator.

A : "Purposeful communication skills"
: Ability to communicate with purpose and intention.

B : "T-Shaped Communication Skills"
: Communication skills to connect with others based on architectural skills.



Now let's talk about the facilitator's attitude.

The following two communication skills are necessary for Urban community development facilitators.

A: "Purposeful communication skills" : Ability to communicate with purpose and intention.

B: "T-Shaped Communication Skills": Communication skills to connect with others based on architectural skills.

A and B are closely related.

So , let's start with A: "Purposeful Communication Skills"

○ Attitudes that are fundamental
to communication skills

“Ability to communicate
with purpose and intention. “
What is its purpose and intention?”



It is a vision of
“What do we want the city to be?”



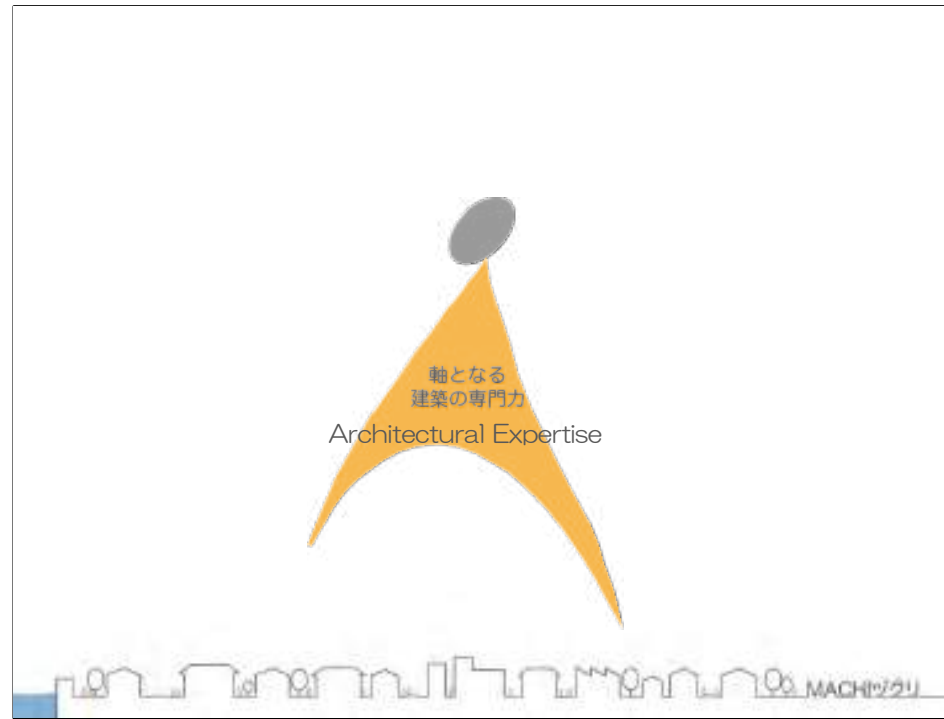
This objective is to have a vision.

That vision is "What do we want the city to be?" .

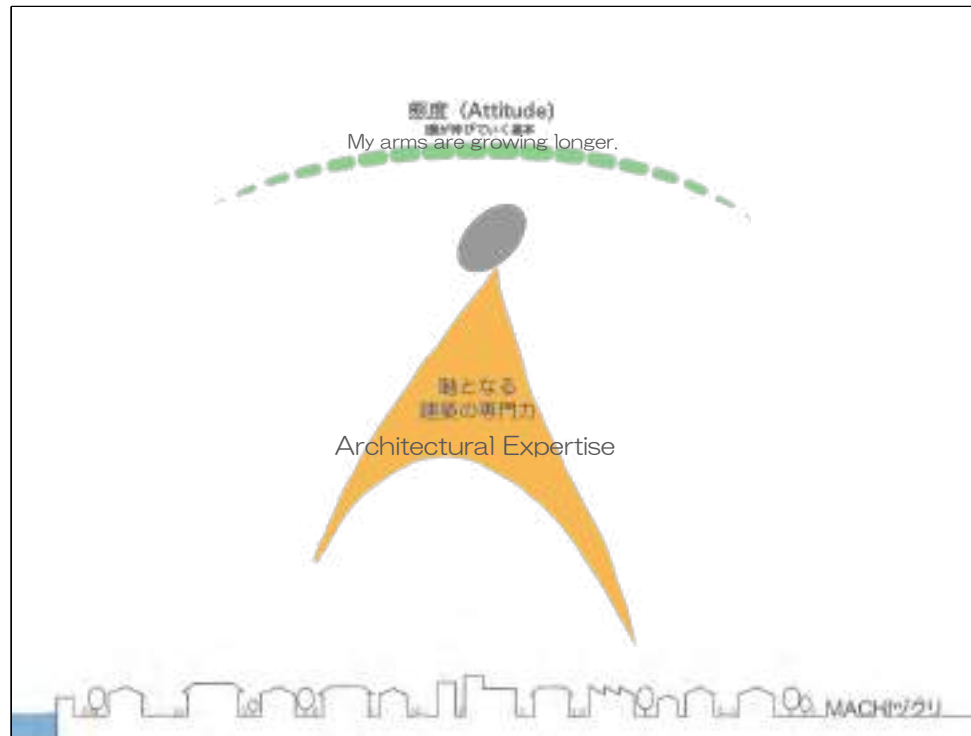
We need to understand the characteristics of our purpose.

We will then have a dialogue and discuss with a diverse group of people.

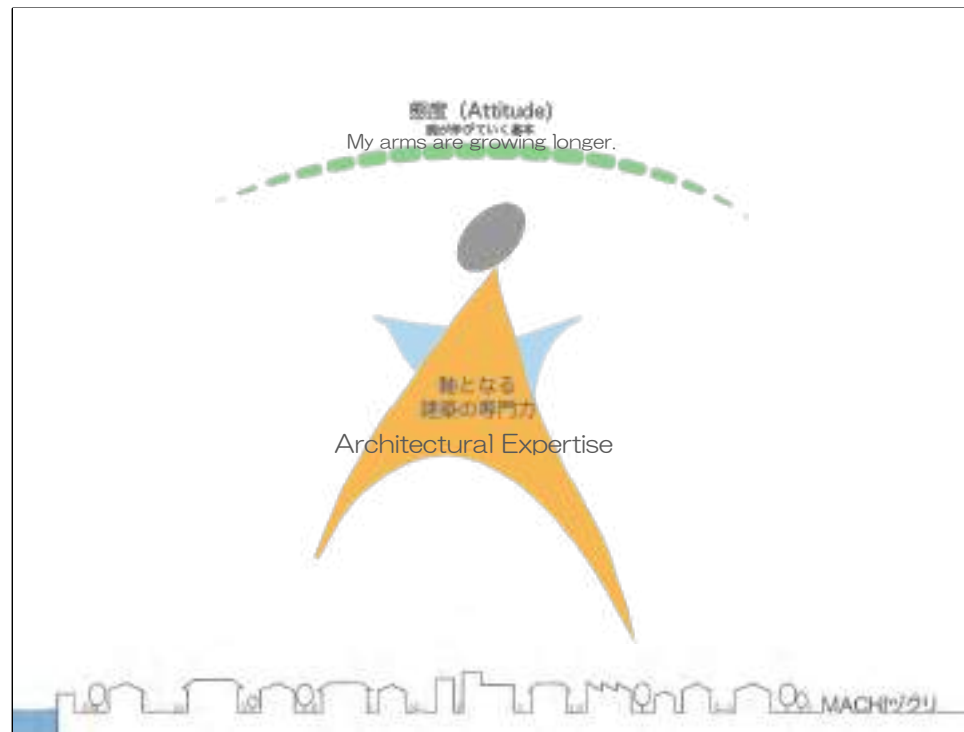
First of all, it is important to imagine and understand the mindset that is required to put it all together.



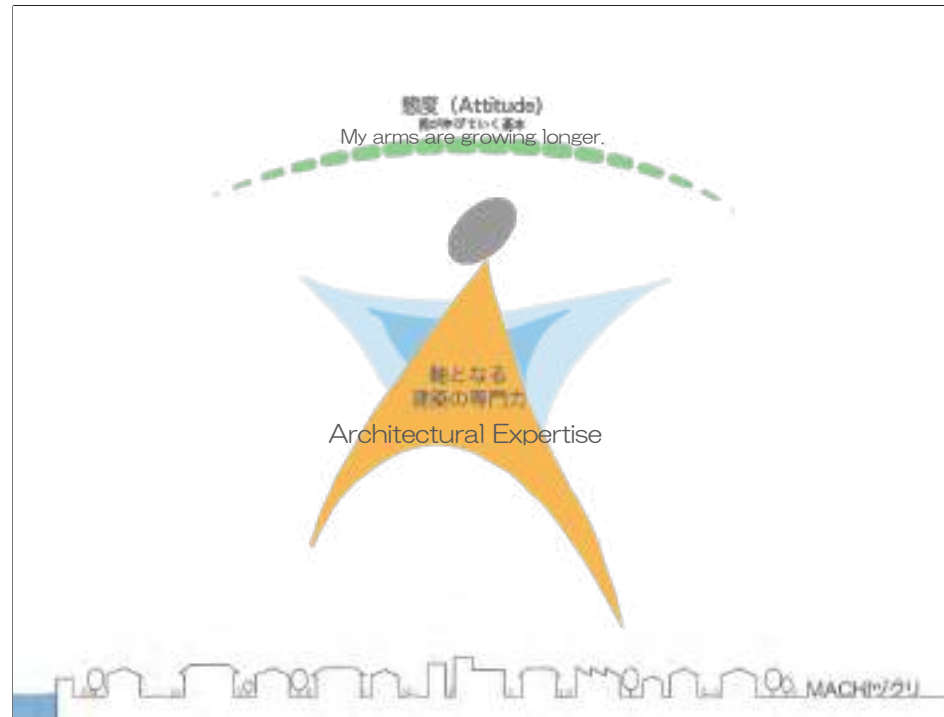
You are all experts in architecture and urban development.
As shown in the figure, you all have architectural and urban expertise as your axis.



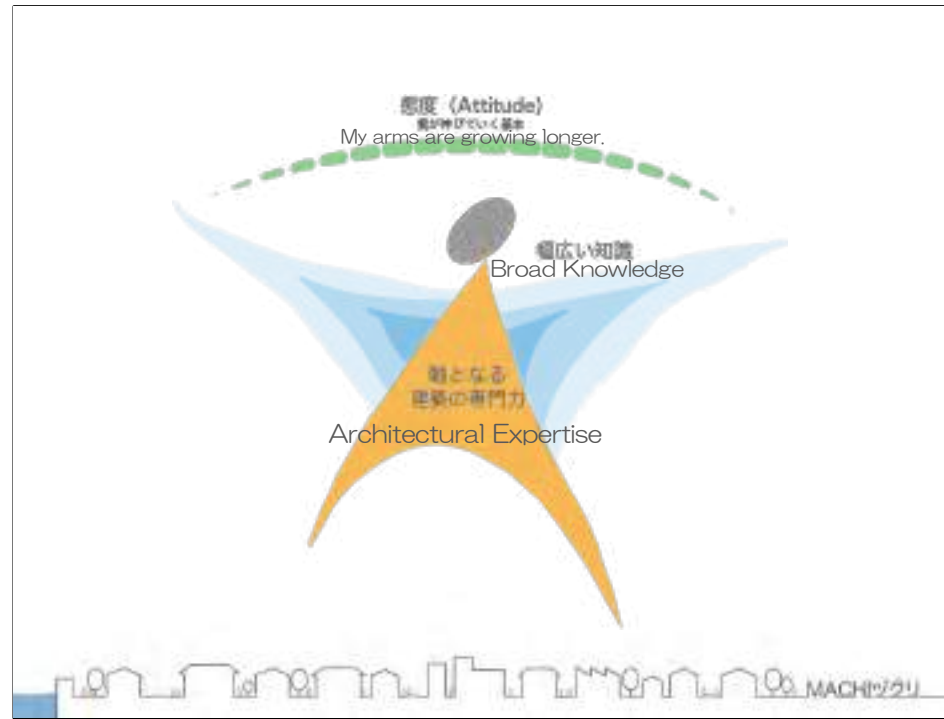
First of all, let's develop a purposeful Communicator's attitude.



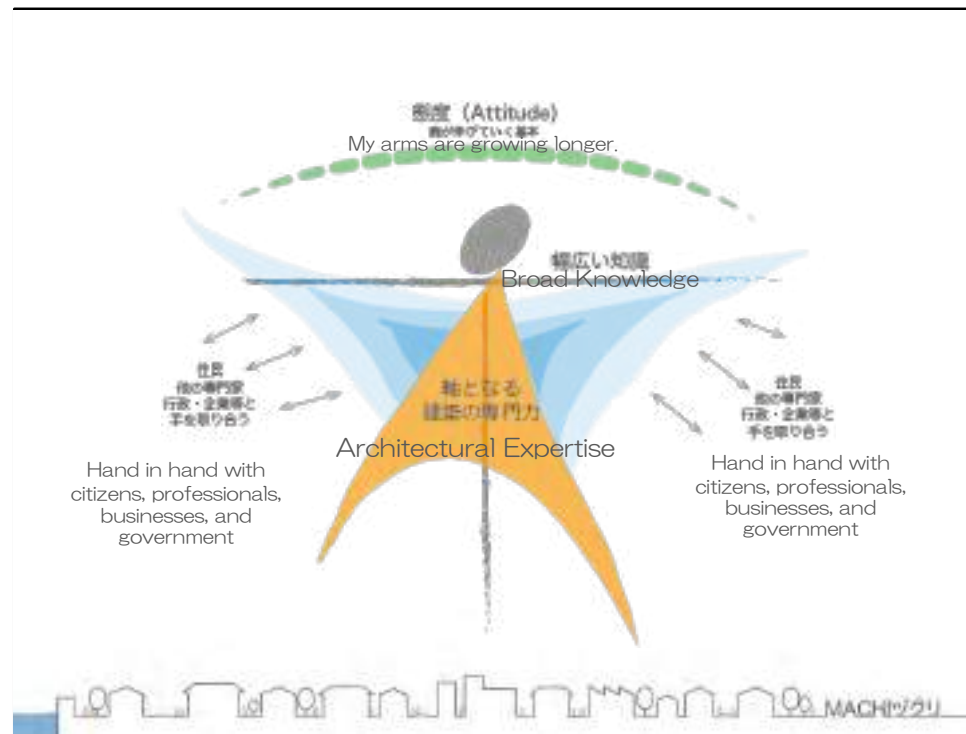
On top of that, we will implement a wide range of practices that will take place in this course.



as if your arms were growing.



This will give you a wide range of knowledge and communication skills,



And you can develop B: "T-Shaped Communication" skills.

You can have architectural skills and at the same time develop communication skills to connect with others.

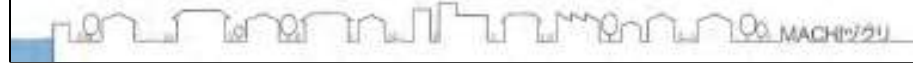
First, you should aim to acquire the basic attitude (Attitude) of "purposeful communication skills".

However, this is not so easy.

By always being aware of this mental attitude and accumulating experience, it will gradually become a part of you.

○First, let's be aware of the following points
as a prerequisite for facilitator preparedness!

- ① Elicit opinions of citizens
→In other words, the main actor is the citizen.
- ②Facilitators provide information and advice
to help shape the vision
- ③Facilitators should be oriented toward future thinking.



First, as a precondition for your attitude as a facilitator, be aware of the following points!

① Elicit opinions of citizens

In other words, make sure the citizen is the main actor.

②Facilitators provide information and advice to help shape the vision

③Facilitators should be oriented toward future thinking.

○ Attitudes that are fundamental to communication skills

- 1_interesting because it is diverse, interesting
because it is created by everyone!
- 2_Let's have "looseness" in a good way!
- 3_Process is important!
- 4_No negativity! Plenty of opinions!
- 5_Share!
- 6_Future-oriented
- 7_ The town belongs to everyone, so no one is left behind

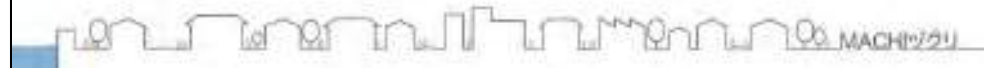


Now let's look at the attitudes that form the basis of specific communication skills!
This section explains how to prepare for dialogue, discussion, and how to bring it all together with a diverse group of people.
I will also include some practical examples from Japan for your reference.

1 _ interesting because it is diverse,
interesting because it is created by everyone!

First of all, let's understand that there are many different kinds of people in a town.

It is important to start from the positive position that "a city is interesting only because of the diversity of people living in it."

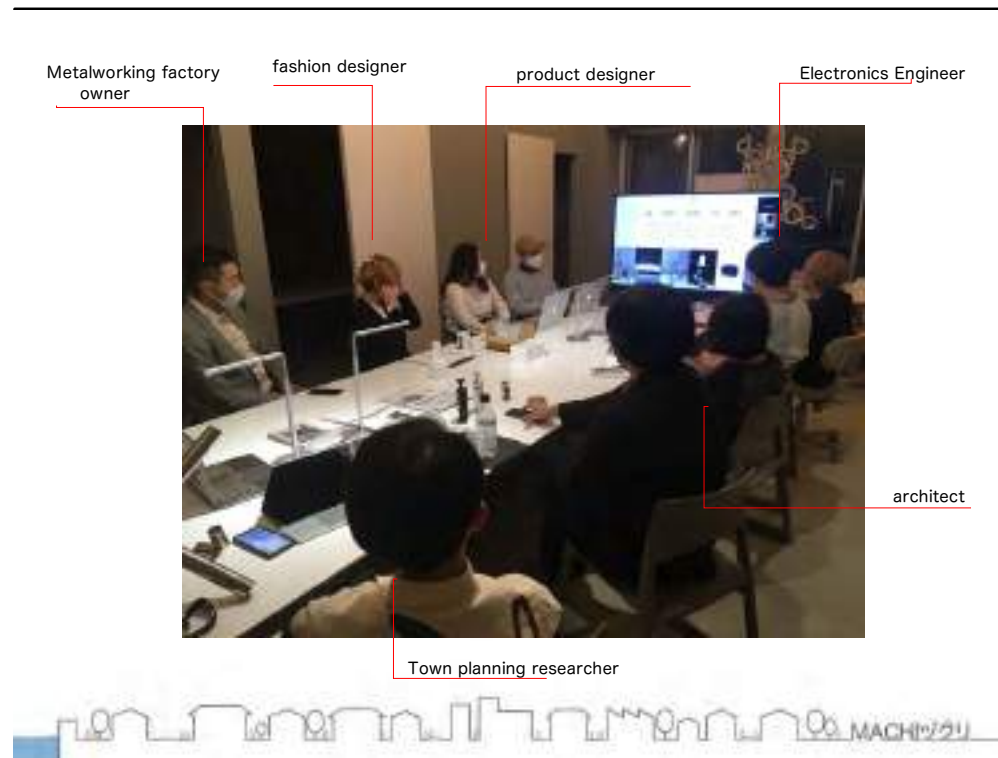


Let's talk about point.

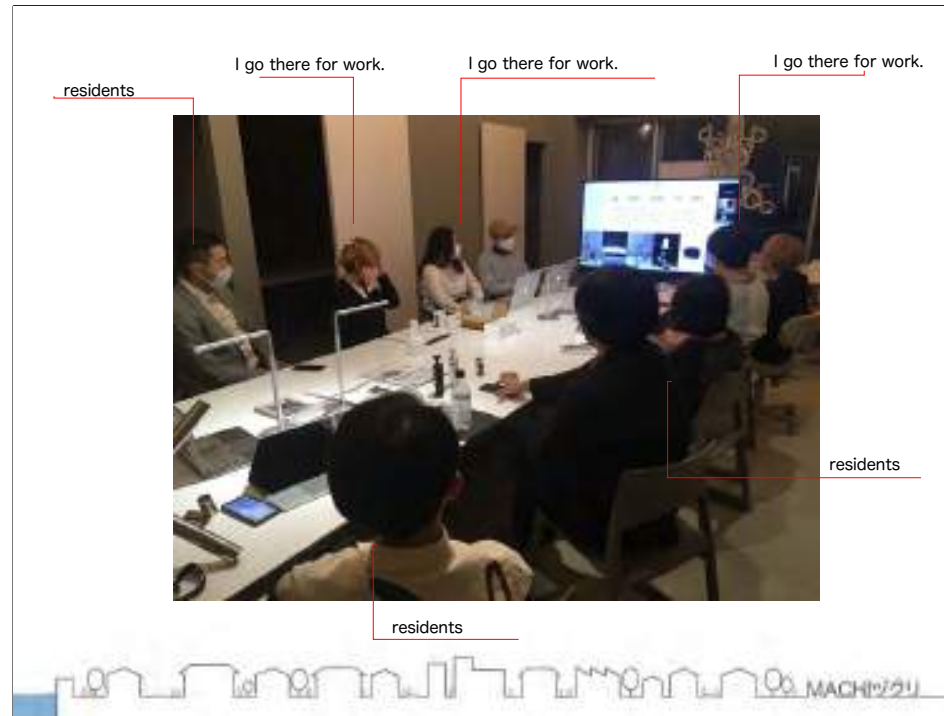
1_interesting because it is diverse, interesting because it is created by everyone!

First of all, we necessary understand that there are many different kinds of people in a town.

It is important to start from the positive position that "a city is interesting only because of the diversity of the people living in it."



For example, this picture shows a community development activity I am involved in. Everyone has a different occupation.



Some live there, some work there.

1_ interesting because it is diverse,
interesting because it is created by everyone!

A city is interesting because of the diversity of its people.

Always remember this first and foremost
during any workshop or discussion!

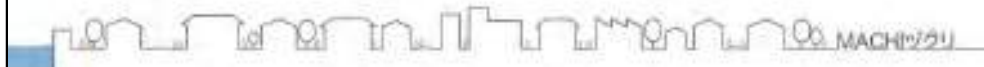
Start with the mindset that
"it is meaningful to create together."



A city is interesting because of the diversity of its people.
Always remember this first and foremost during any workshop or discussion!
Start with the mindset that "it is meaningful to create together."



The key to this is to create a cheerful atmosphere.
Doesn't everyone look like they're having fun!
Sometimes it may be a good idea to do this over a meal.
Let's also keep in mind that we'll be taking pictures and creating a fun atmosphere!



The key to this is to create a cheerful atmosphere.
Doesn't everyone look like they are having fun!
Sometimes we eat and sometimes we take pictures.
Let's try to create a fun atmosphere, too!

2_Let's have "looseness" in a good way!

It is important to draw conclusions.
However, it is important to proceed
without rushing just to decide.

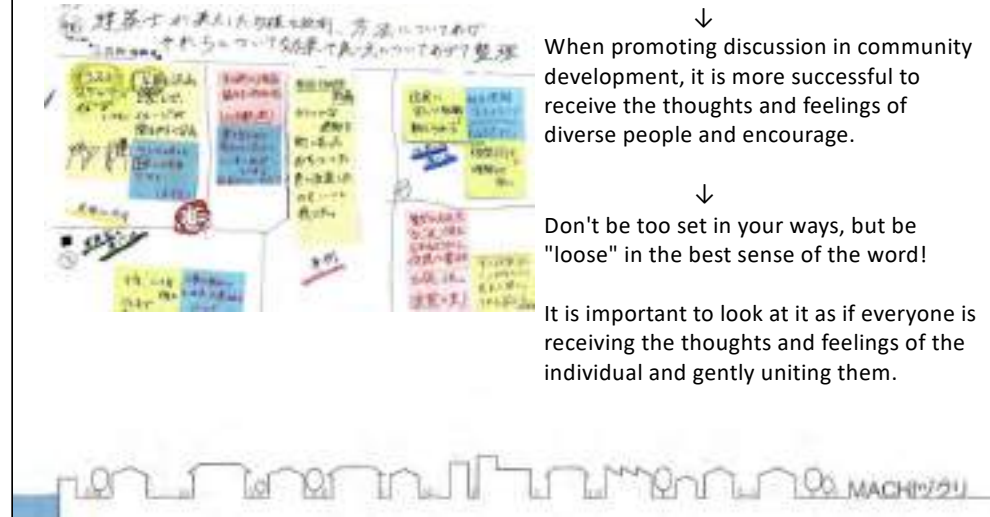


When promoting discussion in community
development, it is more successful to
receive the thoughts and feelings of
diverse people and encourage.



Don't be too set in your ways, but be
"loose" in the best sense of the word!

It is important to look at it as if everyone is
receiving the thoughts and feelings of the
individual and gently uniting them.



2_Let's have "looseness" in a good way!

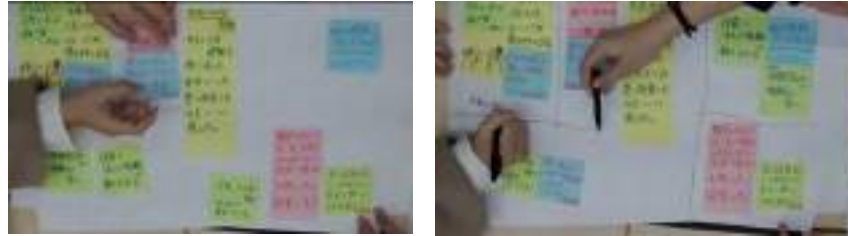
It is important to draw conclusions.

However, it is important to not rush to decisions.

When promoting discussion in community development, it is better to receive the thoughts and feelings from diverse people and encourage.

Don't be too set in your ways, instead be "looseness" in a good way!

2_Let's have "looseness" in a good way!



Key Points by Reference Example

- The color of the sticky notes should be used to identify whose opinion it is.
- The opinion is left in place and loosely put together in a different position.
 - The same opinions are kept and overlapped.
 - Visualize the number of opinions and whose opinions they are.
- We will do this while discussing the issue.
 - It is also important for everyone to see it.
- After aggregation, further opinions are directly written.
 - Grouping by drawing lines.
- Fill in the relationship between groups.

For example, this is a photo taken during a workshop.

We are proceeding in such a way that we can tell whose opinion is whose by the color of the sticky notes.

In the photo on the right, we can further write our opinions directly on the page.

It is also a good way to fill in the relationship between groups.

It is also important to do this in front of the participants while discussing these things and for everyone to see.

3_Process is important!

Step 1 : 説明 10分 (13:55-14:05)
 下記の課題1について説明をおこない、注意事項などをアナウンス。

Step 2 ワークショップ KJ法 30分 (14:05-14:35)
『皆さんの学校のテラスについて『だから(良い点)』と『あら(悪い点)』についてあげて整理してみよう!』

※準備だけはなく、指図を記入しよう!

1. まずは秩序を行おう!
 2. 記号集が中心にも図のように軸をかいてその上に整理してみよう! (ポストイットに記入して貼り付ける)
 だから(良い点) と あら(課題、問題点、ハード(施設、設備、道具)とソフト(人、お金、制度)。

ハード	だから	あら
ソフト		

※この時、軸以外「だからとあら」「ハードとソフト」を分ける線も忘れずに引こう!
 4. 時間を決めて最初にもんなで同時に書いてみよう!
 その際、自分の書いたものがどれか後で分かるようにしておこう!
 ポストイットの色を変えたりしてね!

5. 一旦書いてみたら一人ずつ書いた内容について語る! 話を引き出すことも重要!
 6. 異議や意見を言ってみよう! その発言はわかる形で足して行くのもいいですね!
 7. 位置や表現にもこだわりを持って話し合っていこう! みんなで協力してまとめてみよう!
 8. 回数は時間配分に気をつけて! 説明はうまく回数が揃えし揃らさず意見を引出そう!
 例、ブレインストーミング5分、記入5分、全員説明1人2分、まとめ(書き付けなど)5分、合計30分

9. フロント・ミブは自由に会話。意見を聞きませよう! 記入は順番で集中して進めよう!
 10. タイムキーパーは上手く時間をアナウンスしてあげてね!
 11. 終了したら記録係・書記は画像もしくは写真を保存してクラスルームに提出してください。

Step 5 発表 20分 15:25-15:45
 ・KJ法 2班
 ・コラージュ 4名 合計6名発表
 2分発表 1分質疑 3分×6 18分 準備2分

Step 6 まとめ(準備) 10分 15:45-15:55

The most important part of sharing thoughts and feelings is the process. An important first step is dialogue.

Dialogue can lead to new insights. Individual and team thinking is deepened through dialogue. Collaboration with colleagues who share ideas is positive and wonderful.



In order to proceed with such a process, it is important to have an attitude of not imposing one's own ideas or making assumptions. Instead of preparing a direction from the beginning, look at it with an open mindset.

3_Process is important!

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An important first step is dialogue.

Dialogue can lead to new insights.

Individual and team thinking is deepened through dialogue.

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Step 2 : ワークショップ : KJ法 30分 (14:05-14:35)

『皆さんの学校のテラスについて『だから(良い点)』と『あら(悪い点)』についてあげて整理してみよう!』

※教室ではなく、机を記入しよう!

ハード	だから	あら
ソフト		

1. まずは挨拶を行おう!

2. 記線線が中心に右側のように軸を引いてその上に整理してみよう! (ポストイットに記入して貼り付ける)

だから(良い点) と あら(課題、問題点、ハード(施設、設備、道具)とソフト(人、お金、制度))

※この時、軸以外「だからとあら」「ハードとソフト」を分ける線も忘れずに引こう!

4. 時間を決めて最初にみんなで同時に書いてみよう!

その際、自分の書いたものがどれか後で分かるようにしておこう!

ポストイットの色を変えたりしてね!

5. 一旦書いてみたら一人ずつ書いた内容について話そう! 話を引き出すことも重要!

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7. 位置や表現にもこだわりを持って話し合っていこう! みんなで協力してまとめてみよう!

8. 司会は時間配分に気を付けて! 説明はうまく司会が指名し満了さす意見を引き出そう!

席、プレインストーム5分、記入5分、全員説明1人2分、まとめ(書き付けなど)5分、合計30分

9. フロント・ミガは自由に会話。意見を聞きあせよう! 記入は無言で集中して進めよう!

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2分発表 1分質疑 3分×6 18分 準備2分

Step 6 まとめ(準備) : 10分 15:45-15:55

Inform participants of the topic

Inform the audience of the methods and precautions

Everyone speaks up.
Time is fixed.

Assign a level of importance.
Deepen the discussion

Present and share

Here is how to proceed in a workshop.
Facilitators should inform participants of the topic and methods.
All participants will speak.
Then let's do the process of building it up together.

Be aware of the participants' satisfaction.
It is difficult to get everyone to speak.
For this reason, it is also necessary to let the participants know at the beginning that the flow and time are fixed.

Have a timekeeper separate from the facilitator.
It often goes more smoothly.

4_No negativity! Plenty of opinions!

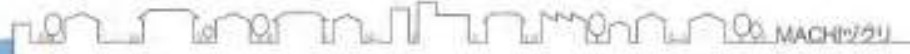


The goal is to elicit everyone's opinions and derive a shared vision from them.



Don't dismiss opinions, but start by adding them to the list of opinions in an additive manner.

Let's start by adding more and more, like in the picture!
In some cases, there is a way to have everyone write voluntarily.



4_No negativity! Plenty of opinions!

The goal is to elicit everyone's opinions and derive a shared vision from them.

And don't forget to proceed without dismissing opinions.

Start by adding your opinion.

In some cases, the method may be to ask participants to write voluntarily.

4_No negativity! Plenty of opinions!



This is the deliverable from the workshop.
I dare to leave the same opinion.
You can see how the process is.

When your opinion differs



After hearing all of their opinions.

I receive it once.

Then, as another opinion
Add to it.

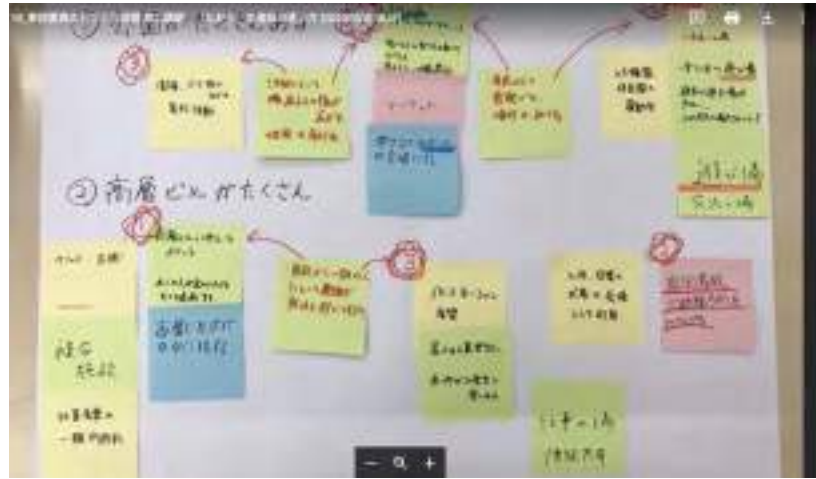
This will facilitate a
positive exchange of ideas
and new chemical
reactions! ◦



In this photographic example, we have completely opposite opinions on one matter.
Keep a good record of the matter itself.
It is important to record.

From there, opinions are exchanged.

This leads to the development of a new third plan, or a gradual consensus building through mutual understanding.



And when the discussion is over , let's rank them in order of importance!
It helps to deepen and summarize the discussion.



And when the discussion is over , let's rank them in order of importance!
It helps to deepen and summarize the discussion.



At the end of the day, we may have to take a majority vote.
If we discuss the issue thoroughly and share the process, we can often get everyone's agreement.
It is also an effective way to get a high degree of consensus in the discussion to have participants summarize the results.

At the end of the day, we may have to take a majority vote.
If we discuss the issue thoroughly and share the process, we can often get everyone's agreement.

5_Share!

It is also important to leave the purpose (vision) in some form and share it with those who were not present.

Use diagrams, pictures, drawings, etc. as well as words!

The goal is to allow those who were not in the dialogue to share in the content of the discussion and the atmosphere of the event.

It is also important to pay attention to word choice and design.

Recording the discussion makes it visible and allows everyone to share the discussion, including the process.



5_Share!

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It is also important to share it with those who were not present.

Use diagrams, pictures, drawings, etc. as well as words!

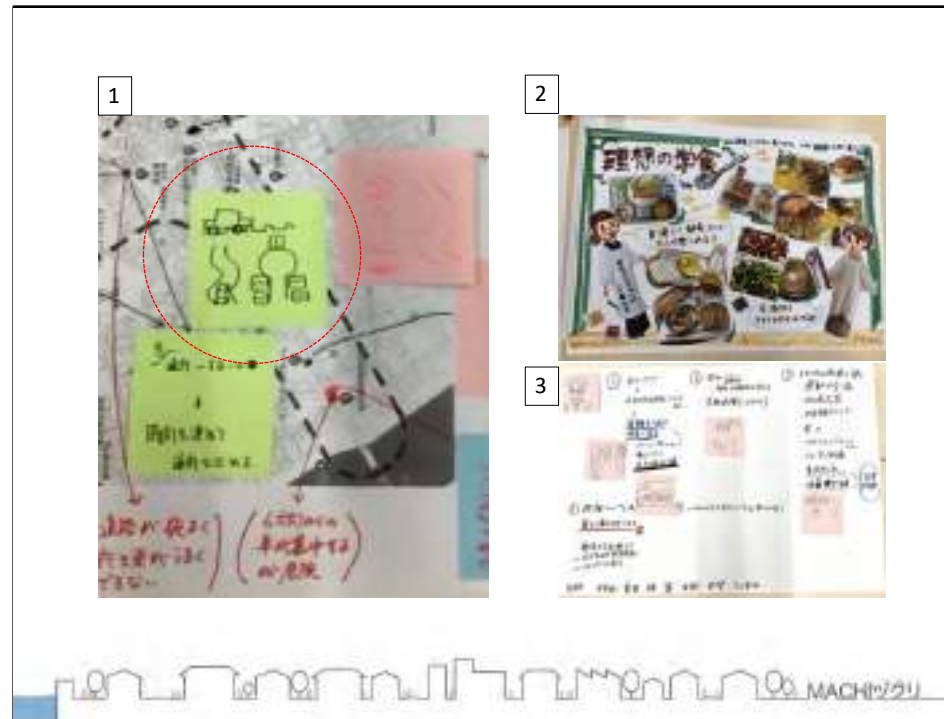
The representation of this record is not intended to be perfect.

The goal is to be able to share with those who were not in the dialogue.

It is also important to focus on word choice and design to share.

Make the discussion visible by recording it.

This allows everyone to share the process as well.



1 is an example of a diagram.

The diagram illustrates how to make it harder for cars to enter by making the road meander or dead end.
A simple diagram, but easy to understand!

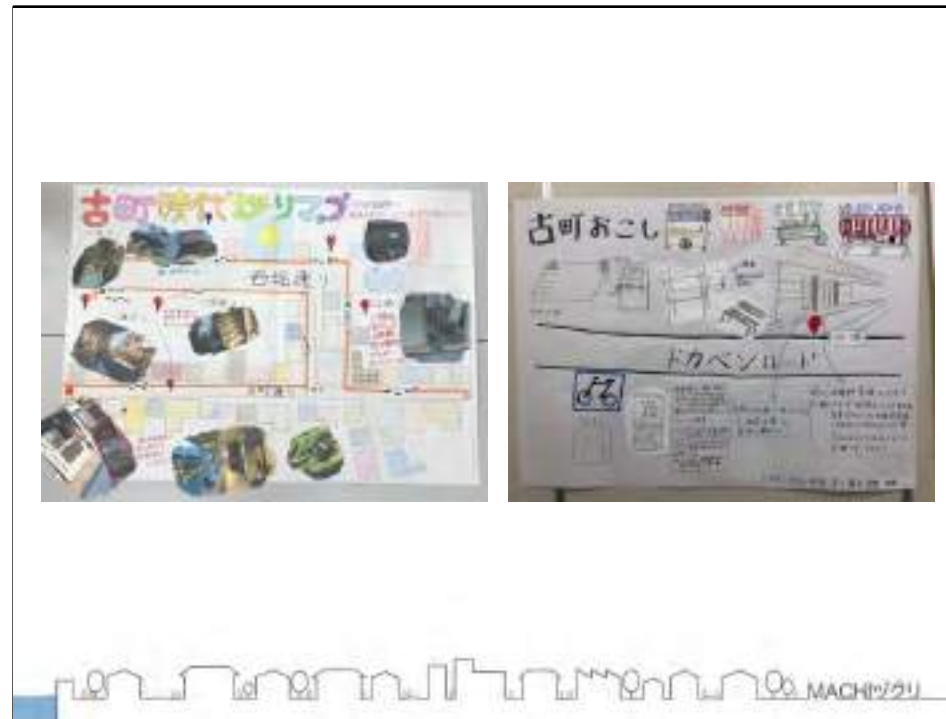
2 is the product of our discussion about our ideal cafeteria.

She included photos and illustrations to express the image of deliciousness.

If you look at 3, the facilitator hears from the citizen and draws it.

Let the multiple facilitators work together.

That way we can elicit citizen input and make the record visible!



The photo examples really help us visualize it!

6. Future-oriented

The purpose (vision) discussed here must be connected to a better future.

The future is not merely the distant future. It is also important to envision the near future, such as five or ten years from now.

The SDGs, which are now international goals, also set the year 2030 as their goal and are working backward to get there.



It is necessary to consider both the ideal distant future and the near future that follows.

Create an atmosphere where people have the audacity to talk about their dreams.

On the other hand, what specifically should we aim for in the near future? Think about the following.

We need to encourage awareness of both the ideal and the reality, the distant and the near future.

6. Future-oriented

The purpose (vision) must be connected to a better future.

The future is not merely the distant future.

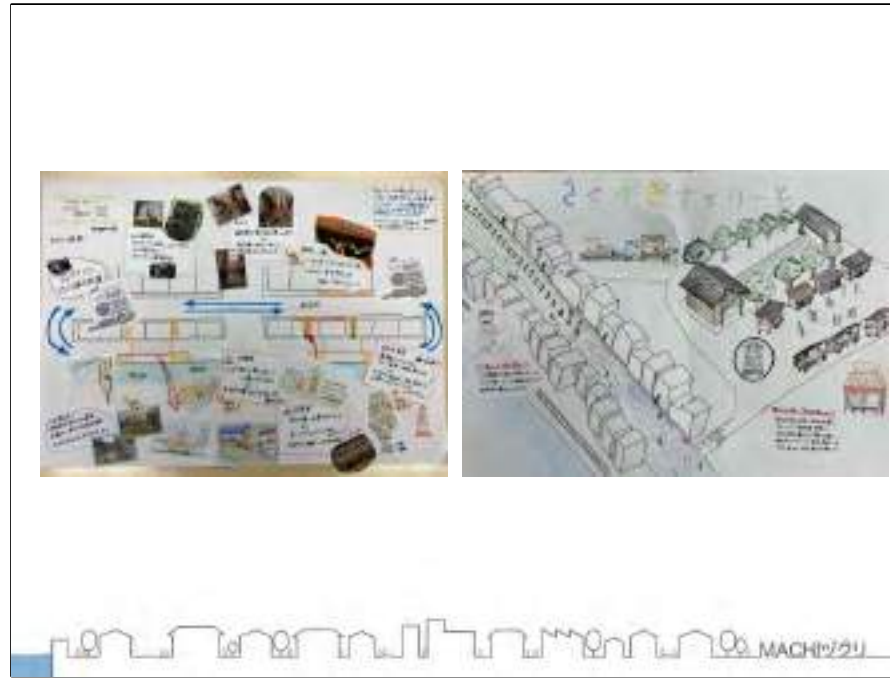
It is also important to envision the near future, such as five or ten years from now.

The SDGs, which are now international goals, also set the year 2030 as their goal and are working backward to get there.

Create an atmosphere where people have the audacity to talk about their dreams.

At the same time, give a concrete sense of the near future.

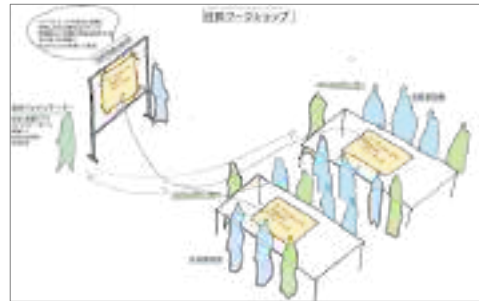
We need to encourage awareness of both the ideal and the reality, the distant and the near future.



If we succeed in doing so, I can imagine a very bright future !

7 The town belongs to everyone, so no one is left behind

The facilitator's objectives are several.



- Bring out the voiceless voice of citizens.
- Visualization of records. etc.

One effective way to do this is to divide roles.

Facilitators should divide the workload rather than having one facilitator do everything.

It is important that multiple facilitators with shared roles look in the same direction and help each other.

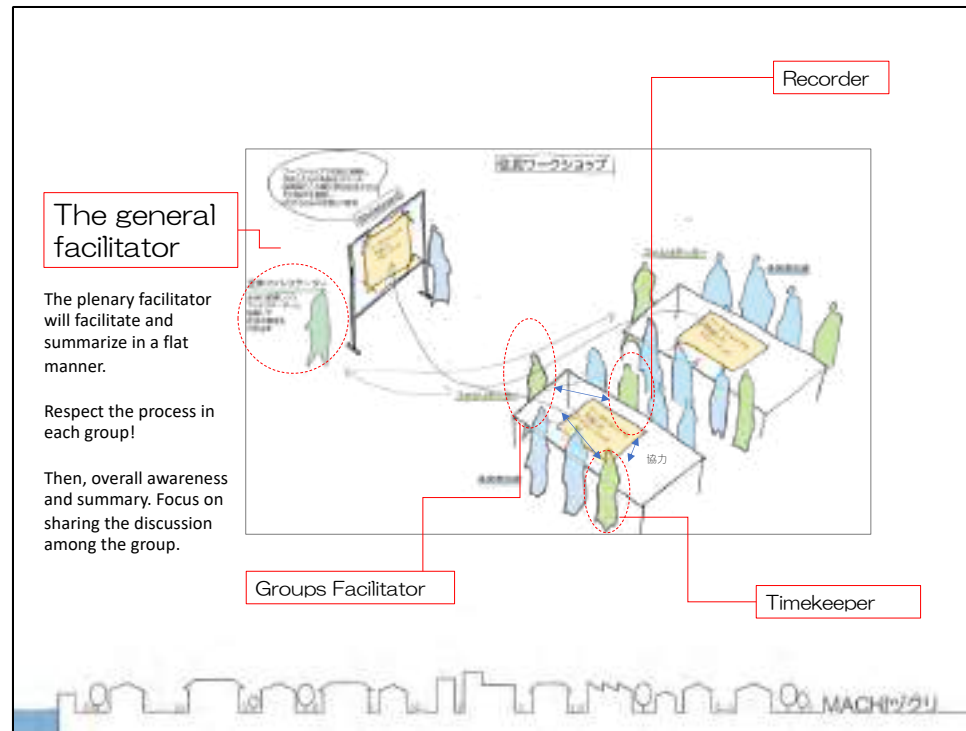


7 The town belongs to everyone, so no one is left behind
The facilitator's objectives are several.

One effective way to do this is to divide roles.

The facilitator should not do everything by himself/herself, but should share the roles.

It is important that all facilitators look in the same direction and help each other.



First, there is a general facilitator.
 The general facilitator will facilitate and summarize in a flat manner.
 Respect the process in each group!
 Then, overall awareness and summary.
 Focus on sharing the discussion among the group.

Groups Facilitator

Recorder

Timekeeper

There are three main roles.

Groups Facilitator: facilitates and moderates discussions

Recorder : We will shape the vision to be recorded.

Timekeeper: divides the time to ensure that all are satisfied with the process in the overall time, etc.

Helps facilitate the process in a different capacity than the facilitator.

Look for people in all roles to work with the facilitator to elicit input as well.

It is also a good idea to ask participants to help with their roles.

The workshop itself is one way for citizens to become their own.

MACHIRAZU

Each group has several people with different roles
 We will work together to elicit opinions, visualize records, etc.

There are three main roles.

Groups Facilitator: facilitates and moderates discussions

Recorder : We will shape the vision to be recorded.

Timekeeper: Announce the time so that all can speak.

Help facilitate in a different capacity than the facilitator.

Look for people in all roles to work with the facilitator to elicit input as well.

Let the participants help.

This is one way for the workshop itself to be owned by the citizens themselves.

○Let's take sharing one step further!

The publication of "Community Development News" for those citizens who were unable to participate in the event and those who are new to the event will further expand the scope of the event.

It is also important in terms of record keeping.

- What is Community Development News
The results of the workshop will be re-compiled and published on approximately one A4 sheet.

Contents
 What was done?
 What did we get?
 What challenges were obtained? etc

Community Development News

Sharing and recording of workshop content



A step forward sharing with many everyone.



○Let's take sharing one step further!

The publication of "Community Development News" is a way to spread the word about our activities. It is intended for those citizens who were not able to participate and for those who are new to the community.

It is also important in terms of record keeping.

○The summary confirms this.

Facilitators should not overstate their opinions
or Be prepared to stay out of the way and not be
too judgmental!

Always talk fair!

Try to give your participants a hook!
Hook: Clues to think about

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Hook: Clues to think about

○ Practical Examples KOCA

<p>ひと</p>  <p>※カマタは点在する付帯をつなぎあわせエリア全体を対外的な集場に集えるミッションであり、不動産、建築、タリエーターなどの集まり。</p>	 <p>KOCAのイベントスペースに入居するメンバー、下町は、建築家、デザイナー、町工場、など、様々なセクターに関わる人々が集う。</p>	 <p>「作り手」が始めます。日本中に個性あふれる街がもって増えて、自分たちの街を自分たち自身で楽しくする文化がもともと広がっている。</p>	 <p>蒲田は昭和の頃から製造業の街であり、今でも多くの町工場がある街。クリエイティブな活動の種、コラボレーションも企画されている。</p>	<p>その他 商店街 の人々 近隣住民 近所の子ど もたち 近隣に勤務 京急電鉄 観光協会 大田区産業 振興課 etc</p>
<p>こと</p>  <p>毎月末金曜日に集まるイベント、梅屋敷商店街から食・物を持ち込んだりするなど、いろんな意味でゆるい集まりを演出。</p>	 <p>KOCAの建設前、計画段階から街を巻き込んだ参加型イベントを開催。この場のあり方や今あるポテンシャルをみんなで考えていく。</p>	 <p>KOCAの工房とラウンジを利用してオリジナル商品の制作ワークショップなど開催。近所の子どもたちが参加し、無邪気な笑い声があふれる。</p>	 <p>BUSINESS SEMINAR 事業者のためのビジネスセミナーを開催。税金からビジネスプランの作り方など、専門家を招いてセミナーを実施。</p>	<p>etc On Art Archives KOCA BAZAAR 工房イベント KOCA忘年会 KOCAストア etc</p>
<p>もの</p>  <p>京急線高架下、様々なタリエーションの実験をサポートするコワーキングスペースであり、工房があり、インキュベーションスペースである。</p>	 <p>昭和の空気感が漂う両店舗。これらの全ての場の中心的な位置にそれらを繋げるように存在する。この空間こそが全ての活動に力を与えている。</p>	 <p>木造家屋が密集するエリアに突然現れる開かれた空き地と露地。街の隙間であり、地域に開かれた使い方を探索する社会実験の拠点でもある。</p>	 <p>倉庫を活用した展示の実験場としてスタート。2019年9月からは特定の倉庫を離れ、大田区全体を舞台に、スペースからプロジェクトへ。</p>	<p>etc その他 タリエーション タリエーション タリエーション タリエーション タリエーション タリエーション etc</p>

As a practical example, I would like to introduce activities at KOCA, a community development facility in which I participate.
Please use it as a reference for your practice.

Once you understand the attitude, now it's time to experience the practice!
Experience is the most effective learning.

As a practical example,
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Please use it as a reference for your practice.

○ Practical Examples KOCA



KOCA is located under the elevated train tracks in Kamata, Ota-ku, Tokyo.
It is an effective use of the extra urban space under the elevated railway tracks.



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○ Practical Examples KOCA



Kamata has long been a town with many metalworking factories.
It is a city of metalworking craftsmen.

※などを中心に収集している。

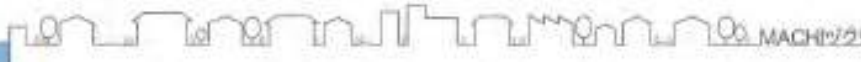


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○ Practical Examples KOCA



The facilities in the small town factories are well suited for production.
However, it is not suitable for prototyping.
Therefore, this facility is intended to complement the functions of the town's factories.
Incubation office equipped with machine tools (3D printer, laser cutter, etc.) suitable for prototyping.



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<p>もの</p>  <p>高層ビル並み、様々なクリエイションの実験をサポートするコワーキングスペースであり、工房があり、インキュベーションスペースである。</p>	 <p>街中の空気が清々する商店街。これらの全ての場の中心的位置にそれらを整えるように存在する。この空気こそが全ての活動に力を与えている。</p>	 <p>木造家屋が密集するエリアに突然現れる開かれた空き地と緑地。街の隙間であり、地域に開かれた使い方を提案する社会実験の「ひとつ」でもある。</p>	 <p>倉庫を活用した展示の実験場としてスタート。2019年9月からは特定の倉庫を譲り、大田区振興会を舞台に、スペースからプロジェクトへ</p>	<p>その他 レジデンス カフェ etc</p>

This facility was also built in collaboration with the citizens, including workshops prior to construction. Here you will find architects, product designers, craftsmen, and many others. We all work together in a variety of creative collaborations. We also offer fun parties and craft-making classes for children.

○ Practical Examples KOCA



FACTRIALIZE



This photo shows a project in which craftsmen and creators collaborated to develop a lighting fixture.

This light has an invisible hole of 0.8 mm made by a craftsman's delicate technique.

When the light is turned on, a pattern of light rises from the hole. The brand name "FACTRIALIZE" was coined through a consensus-building process. The logo design also uses doodles from the workshop.



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○Let's have fun and put it into practice!

The specific form of collaboration with citizens varies greatly depending on the country or region and the culture and climate there.

Cooperative housing also matured from practice to the way it was adapted to the location.

It has matured as a different method in the United Kingdom, where it originated, in various European countries, in the United States, and in Japan.

However, the attitudes and underlying ideas for working with citizens there are common.

Also, specific methods used in different countries would be helpful.

I hope you will all enjoy and put into practice what you have learned from today's lecture.

From there, I hope that the facilitation will mature into a facilitation that fits the location.



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Thank you for your listening.