

Building a **Cross-organisational** **Peer-learning** Program

Our **Team**



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DESIGN
FOR
GOVERNMENT

Design for Government is a practice-based course at Aalto University with projects commissioned by the Finnish government.

Design for Government

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We apply **human-centered** approaches to identify stakeholder needs, **systems** approaches to analyse the wider context of policies, and **behavioural** insight to identify and design relevant solutions.

HUMAN-CENTERED PERSPECTIVE
3 Weeks

SYSTEMS PERSPECTIVE
3 Weeks

MID-TERM REVIEW

DESIGN INTERVENTION
3 Weeks

PROPOSALS
3 Weeks

FINAL SHOW

DfG 22 Employment services reform

This project aims to identify and solve the obstacles of the new employment model from the employee's and jobseekers' perspectives, with a focus on the Helsinki, Espoo, and Vantaa municipalities' pilot offices and the job seekers whose mother tongue language is other than Finnish, Swedish, or Sami.

Building Cross-Organizational Peer-learning Program

Kela 

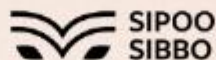


MINISTRY
OF FINANCE



Ministry of Economic Affairs
and Employment of Finland

Problem **Scenario**



Problem **Scenario**



SIPOO
SIBBO



ESPOO
ESBO

Problem **Scenario**



Problem **Space**

“The reform’s implementation might be strengthened by the pilots learning from each other. **This requires there to be ‘spaces’ where peer-learning can happen.**”

- *Evaluation of local government employment pilots / interim report, Prime ministers office.*

“It takes a lot of time to sort it all out. Even this relatively simple thing was behind many meetings, even just to be aware that this is happening. **If you don’t know the actors or the history you might not even know where to start looking.**”

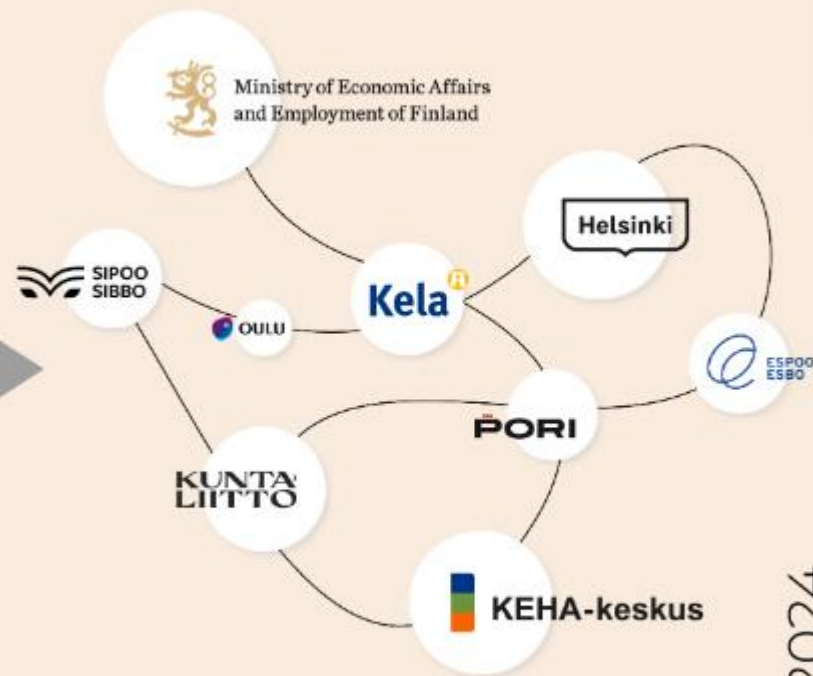
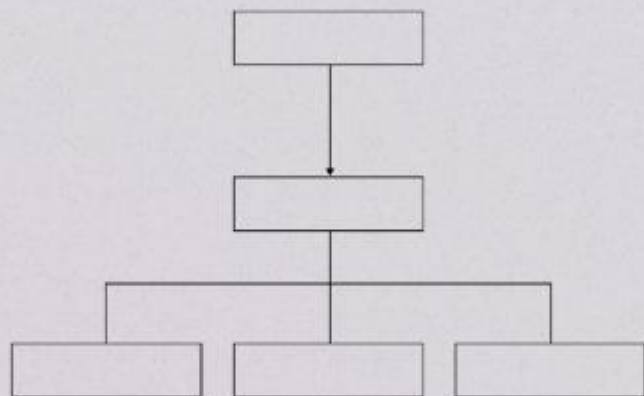
- *Senior Planning Officer at Helsinki*

“There are individuals and groups of people who reach out to others to do things together. There are teams meetings and teams groups are form but its not very organised. **I would like it to be more organised.**”

There is no one person who is paid to be organising these events. And there hasn’t been time to organise it.”

- *Senior Planning Officer at Espoo*

Problem **Context**

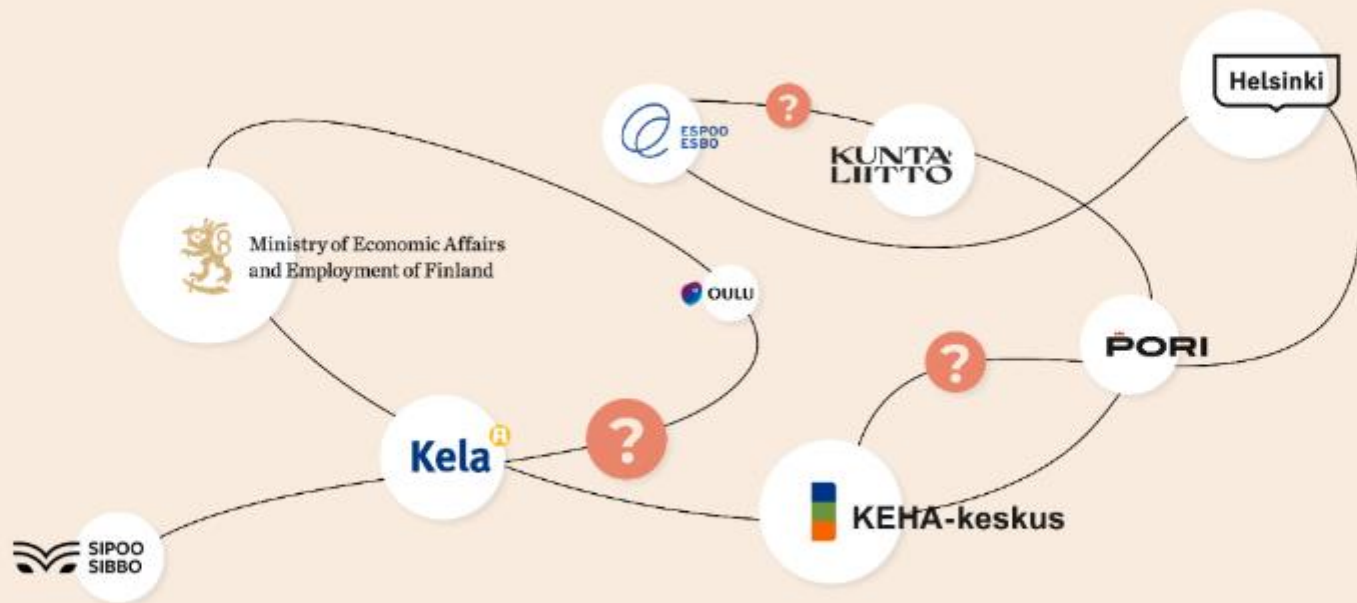


TE2024

Problem **Context**

- How can **existing peer learning activities be maximized** so that more municipalities can benefit?
- How can new methods that **foster meaningful connections** and **allow flow of information and knowledge emerge?**

Problem Context



Current **Needs**

1

An **integration** of
Peer-learning in the
TE2024 Policy

2

A **common
understanding** of what
Peer-learning requires

3

Concrete steps to
get started

Call to **Action**



Ministry of Economic Affairs
and Employment of Finland



Reform agenda

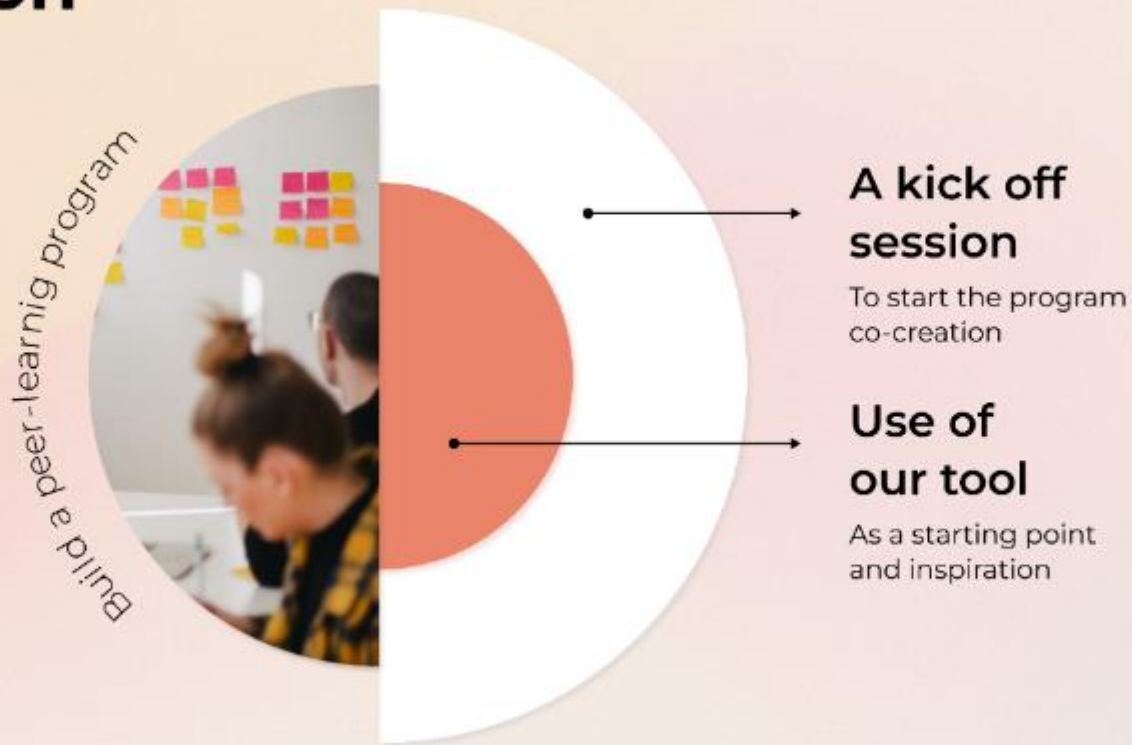
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- *Peer-learning*

TE2024

Call to **Action**



Call to **Action**



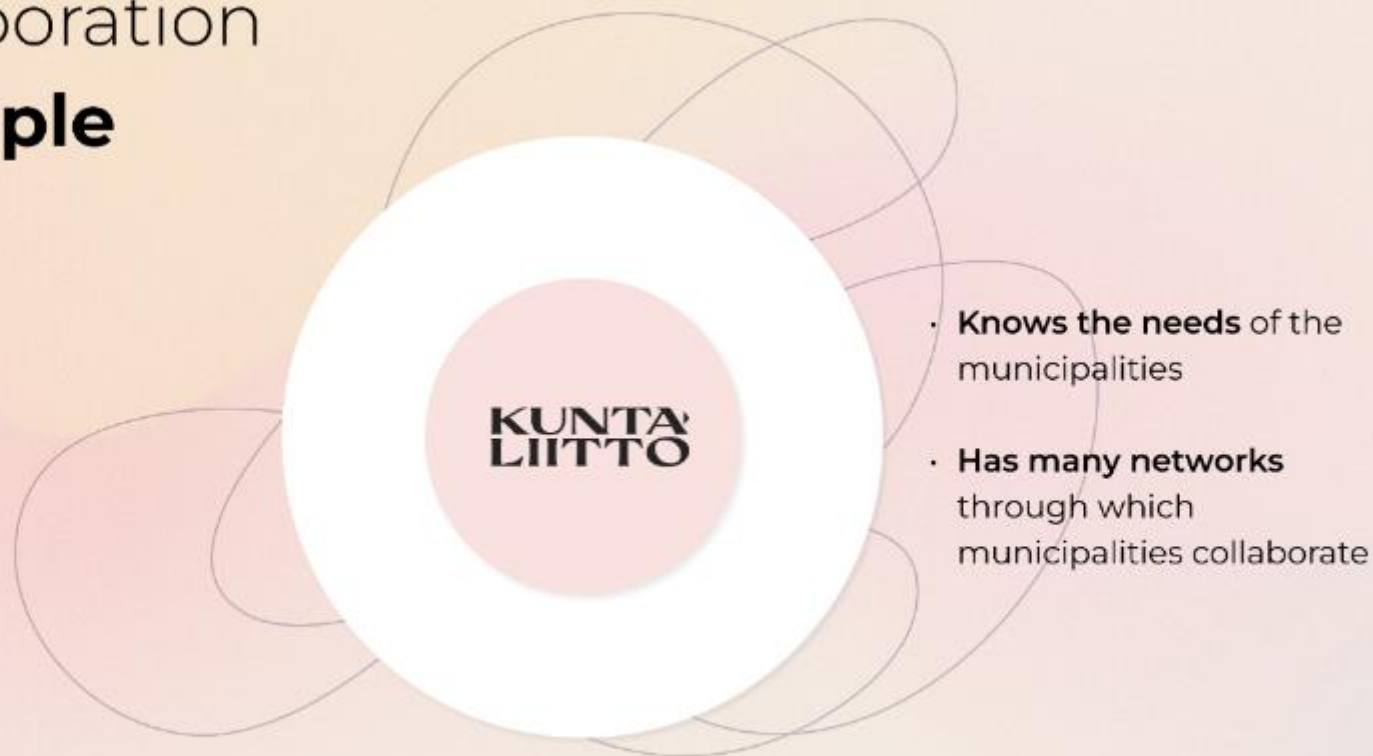
Call to **Action**



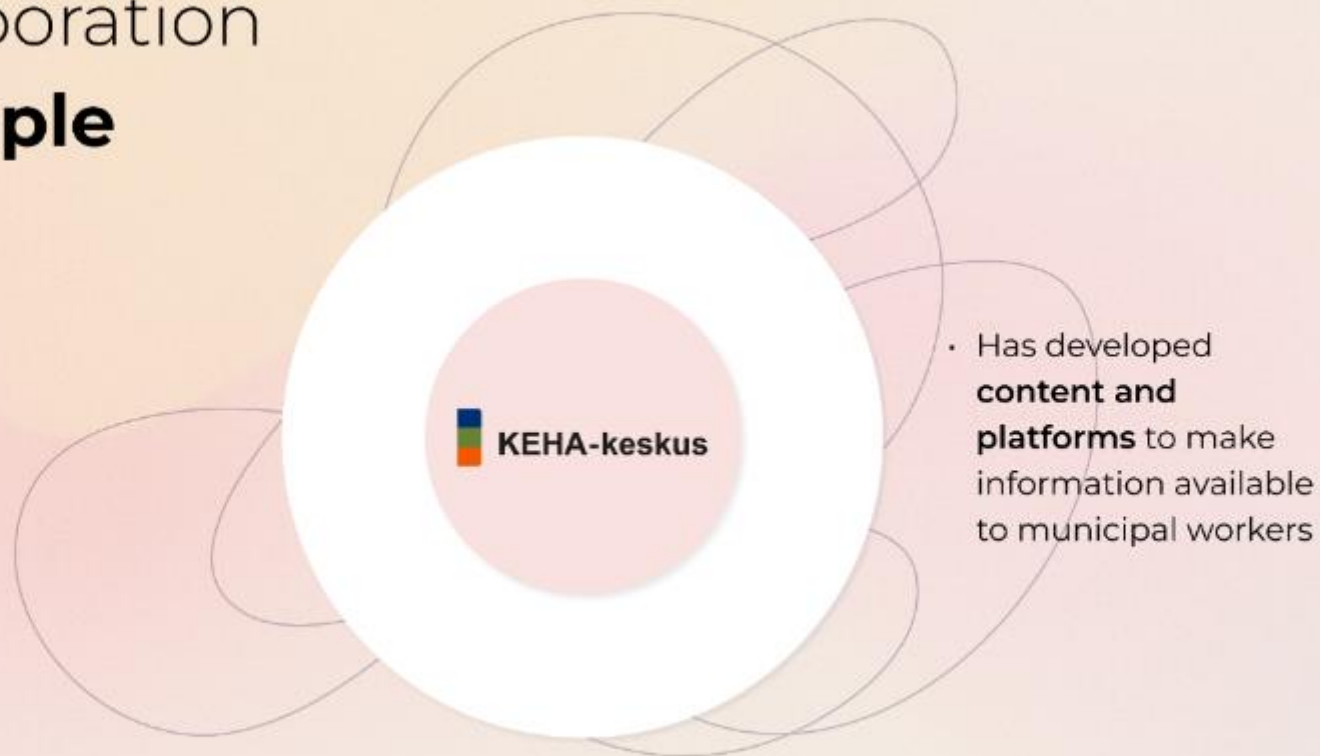
Call to **Action**



Collaboration **Example**



Collaboration **Example**



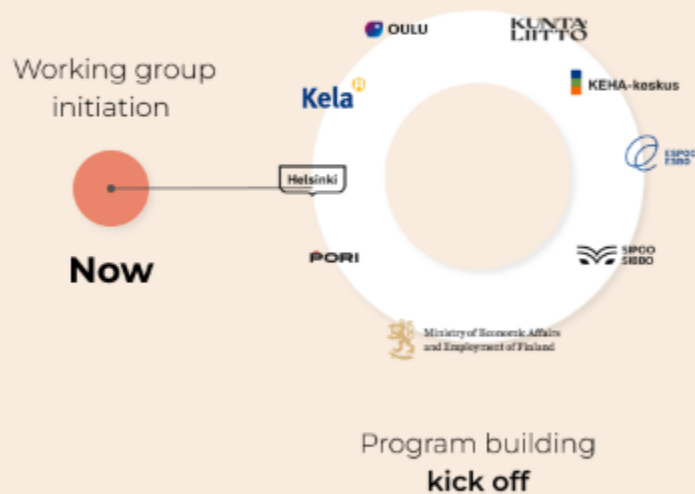
Proposal **Timeline**

Working group
initiation



Now

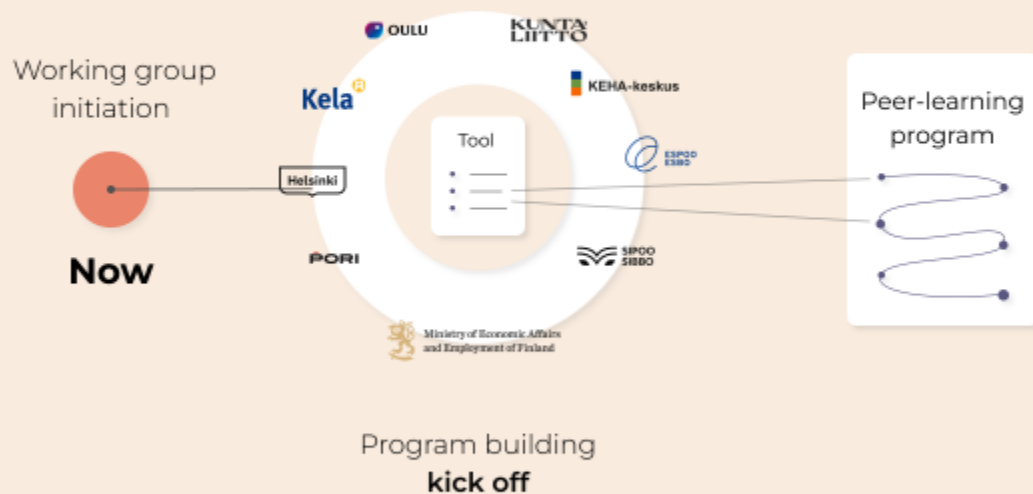
Proposal **Timeline**



Proposal **Timeline**



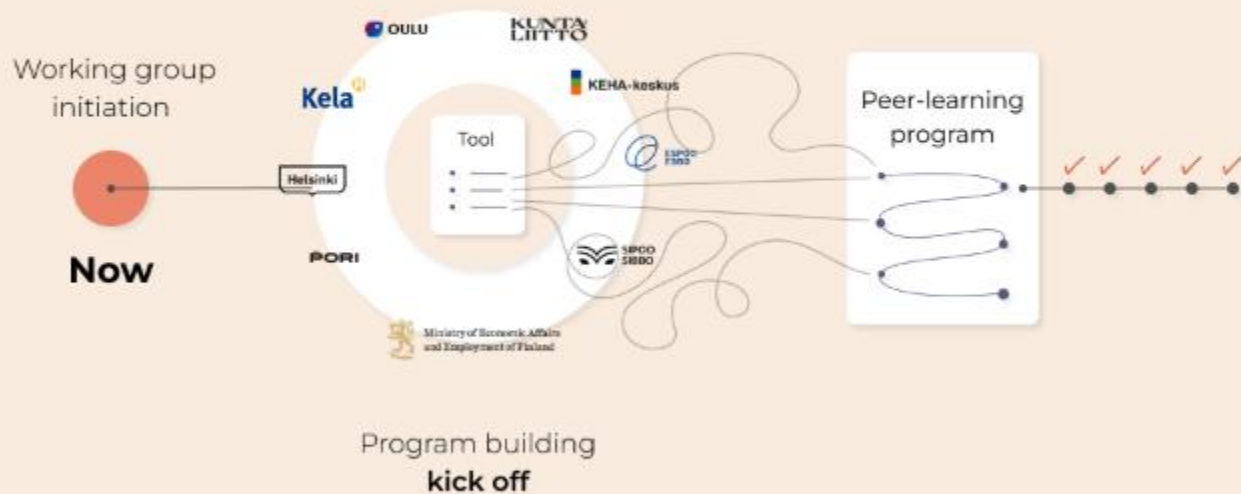
Proposal **Timeline**



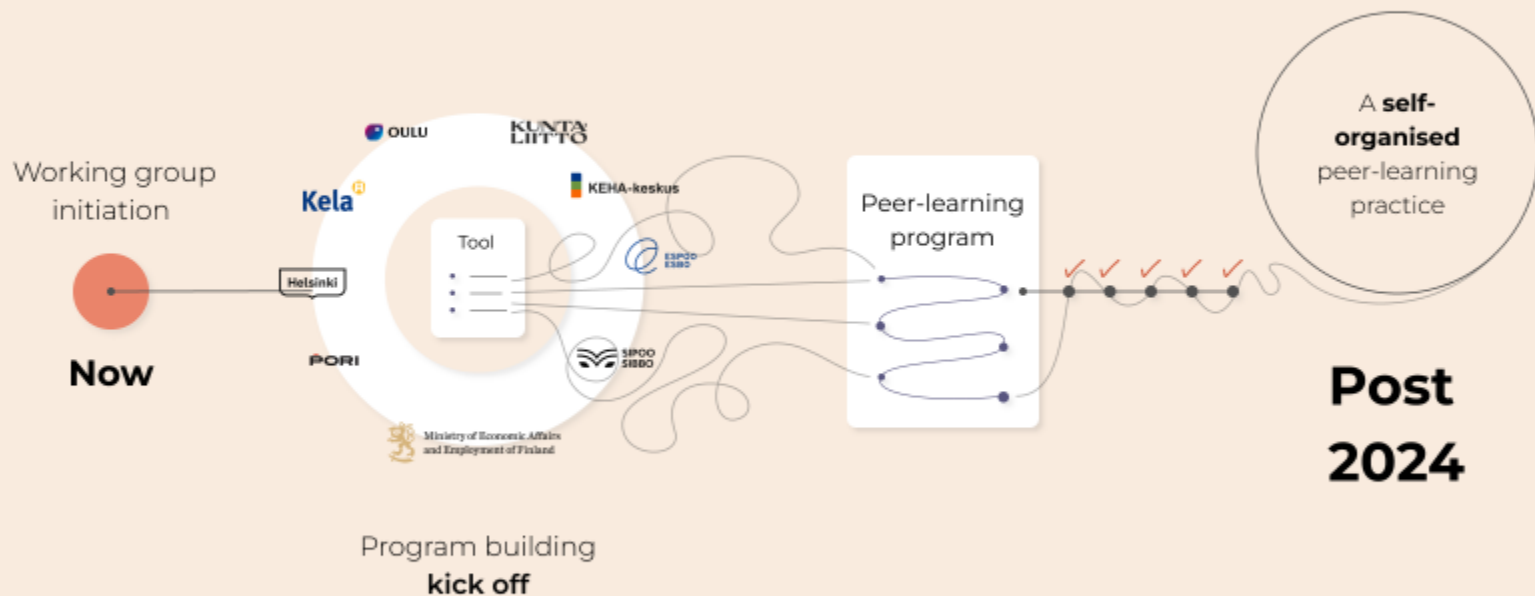
Proposal **Timeline**



Proposal **Timeline**



Proposal **Timeline**



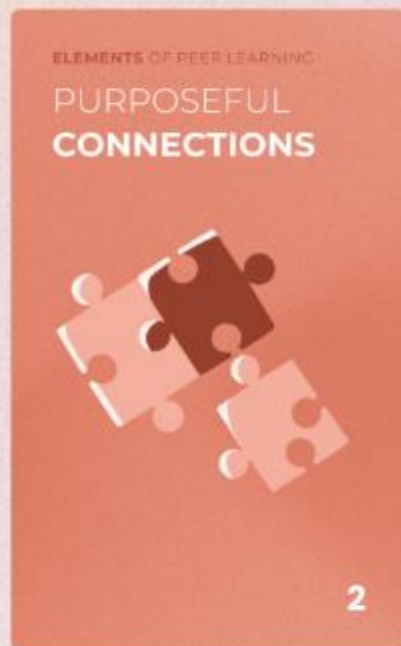
The Design **Tool**



Elements of **Peer-learning**



Elements of Peer-learning



PURPOSEFUL CONNECTIONS

Connecting relevant peers is crucial for peer learning outputs to be relevant as well. Determine who should be connected and how are those connections formed, e.g., individuals with problems to those with potential solutions or expertise.

QUESTIONS

- 1 How is a peer defined? Are they individuals or organizations?
- 2 What individuals, roles or organizations are relevant to connect for peer learning?
- 3 How will these connections be formed and determined?

TIPS

- There are existing networks between municipalities that could serve as a way of connecting similar peers.

Elements of Peer-learning



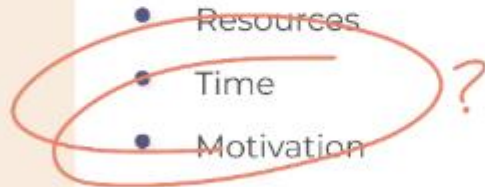
Elements of Peer-learning

Idea 1

Connecting municipality employees through topic specific Teams channels



- Learning objectives
- ✓ Purposeful matching
- Responsibility
- ✓ Format
- Resources
- Time
- Motivation



Elements of **Peer-learning**



Proposal **Summary**

1

Create a peer-learning program as a **part of this reform**

2

Bring together a **working group** with all key actors

3

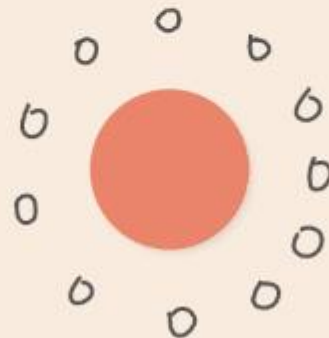
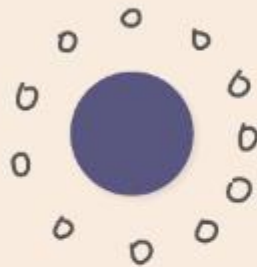
Consider all peer-learning **elements** mentioned in the tool

Conclusion

Changing organizational structures alone **doesn't necessarily change the way things are done** for the better

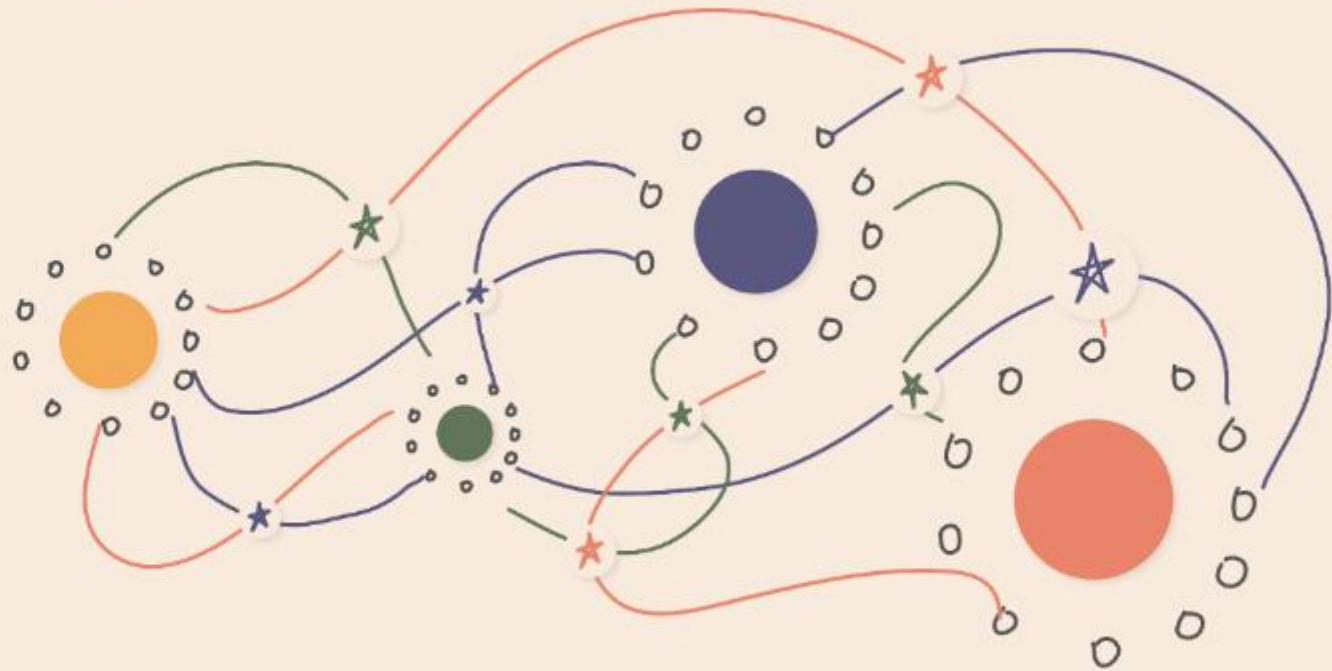
Conclusion

A self-organized system



Conclusion

A self-organized system



Conclusion



A **cultural change**



A **new mindset** and ways of working



A space for **forming connections**



View our peer-
learning element
cards here

Thank you . Kiitos . Tack