

**Annual Convening 2021 | November 2-4, 2021**

***Worker Voice, Intersectional Equity, and the Future of Work***



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**ABOUT THIS YEAR’S CONVENING**

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| This year, our annual convening will focus on three interconnected themes:  **Worker Voice, Intersectional Equity, and the Future of Work** |
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**Day 1 | Worker Voice, Tuesday, November 2, 2021**

**Convening Definition** *Ability for workers to share their opinions and interest in the workplace.*

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| **Learning Outcomes**   1. Understand what worker voice is and the benefits a culture of voice could have on employers and workers in frontline roles 2. Explore ways worker voice can be embedded in program design and implementation | **Guiding Questions**   1. To what extent is worker voice important to the goal of economic mobility? 2. What could be different in our work if we centered the voices of people working in frontline roles? 3. What opportunities exist to center worker voice in my organization? |

**Day 2 | Intersectional Equity, Wednesday, November 3, 2021**

**Convening Definition** *Intersectional equity considers how multiple intersecting identities of individuals and communities impact their access to opportunities and mobility. Intersectional equity asserts that Black, Indigenous, and people of color (BIPOC) are often disadvantaged by multiple and interconnected sources of oppression that compound historical patterns of exclusion.*

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| **Learning Outcomes**   1. Reflect on my intersectional identity markers and surface ways to leverage them to lead change with and for frontline workers 2. Consider the experiences and reflections from current and recent frontline workers 3. Reflect on data to understand who is most likely to experience economic mobility and explore how I can transform power in my organization and the field of frontline work | **Guiding Questions**   1. How can I leverage my identity and position to support people working in frontline roles? (e.g., influence employers) 2. How can my organization influence people in power (employers, government, and funders) to center people working in frontline roles? 3. Who is my organization accountable to? |

**Day 3 | The Future of Work, Thursday, November 4, 2021**

**Convening Definition** *The nature of work is changing as companies digitize their systems, automation accelerates, and people reassess what they want from work. The future of work is being designed as we speak, and we are interested in a future that centers the voice of the worker and does not replicate current inequitable outcomes.*

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| **Learning Outcomes**   1. Consider the current shifts in work and make predictions of how to increase the economic mobility of people working in frontline roles 2. How to incorporate the perspectives of people working in frontline roles to shape future policies and practices in their organizations and beyond | **Guiding Questions**   1. Who determines the future of work? Who should be shaping the future of work? 2. How do we make sure that we are not replicating inequitable systems as we build new ones? 3. How do we hold the tension of the urgent needs workers face today with the emerging trends impacting working and learning for people in frontline roles? |

**NORMS AND AGREEMENTS**

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| * What’s said here stays here. What’s learned here leaves. * Speak from the “I” perspective. * Exercise curiosity as an action, not just a mindset. * Consider applying themes to yourself before you apply them to others. * Consider what’s possible instead of focusing solely on what’s not working. * Consider impact, not just your intention; listen to understand, not to be right or protect yourself. * Apply the most respectful interpretation; temper accountability with generosity. * Commit to this time together. |

**SCHEDULE**

*Times are Eastern Standard Time*

|  |  |  |
| --- | --- | --- |
| ***Tuesday, November 2, 2021*** | | |
|  |  |  |
| 12:00 PM |  | Convening Opening and Community Building |
| 12:40 PM |  | Guest Speaker: Dr. Ethan Burris, The University of Texas |
|  |  | *Break* |
| 1:45 PM |  | Introduction to Liberatory Design |
| 2:45 PM |  | RON Member Spotlight: Opportunity@Work |
|  |  | *Break* |
| 3:20 PM |  | Design Challenge 1 |

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| ***Wednesday, November 3, 2021*** | | |
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| 12:00 PM |  | Day 2 Opening and Community Building |
| 12:20 PM |  | Intersectional Identity Mapping |
| 12:45 PM |  | Frontline Worker Panel |
|  |  | *Break* |
| 1:45 PM |  | Design Challenge 2 |
|  |  | *Break* |
| 2:45 PM |  | RON Member Spotlight: Portland State University and World Education |
| 3:20 PM |  | Guest Speaker: Marina Gorbis, Institute for the Future |

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| ***Thursday, November 3, 2021*** | | |
|  |  |  |
| 12:00 PM |  | Day 3 Opening and Community Building |
| 12:30 PM |  | Future of Work Panel |
|  |  | *Break* |
| 1:45 PM |  | Design Challenge 3 |
|  |  | *Break* |
| 3:00 PM |  | Convening Closing Reflection and Next Steps |

*NOTE: Timing of events may shift. Please visit the 2021 Annual Convening website for the most up-to-date information.*

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| **Day 1 ✓** | Day 2 | Day 3 |
| **Worker Voice** | Intersectional Equity | The Future of Work |

**OPENING REFLECTION**

(1) What are you most excited to learn about this week?

(2) What is one challenge your organization is facing related to Worker Voice, Intersectional Equity, and the Future of Work?

(3) What are you bringing with you that you can contribute to this year’s convening (e.g., lived experience, expertise, tools, questions)?

**MY DESIGN TEAM**

|  |  |
| --- | --- |
| My Breakout Room number is… |  |
|  |  |
| My design teammates are… | 1 |
| 2 |
| 3 |
| 4 |
| 5 |
| 6 |

**LIBERATORY DESIGN: OUR STARTING POINTS**

|  |
| --- |
| Supporting workers in frontline roles is a commitment toward equity. Leading for equity is a nonlinear journey, driven by context and nuanced for each person. The purpose of this exercise is to explore which Liberatory Mindsets are already in your leadership toolkit and where you might be able to leverage your strengths as you continue to lead for change. It will help us consider where we are ready to show up in new ways in our work and help maximize our time in Design Teams this week. |

**Independent Reflection Directions**

*Step 1*

**READ**: Read the abbreviated list of Liberatory Mindsets listed in the table below.

*Step 2*

**RATE**: Consider each Liberatory Mindset and score each one based on how frequently you employ them in your work. (4 = Almost Always, 3 = Frequently, 2 = Occasionally, 1 = Rarely, 0 = Never)

*Step 3*

**CALCULATE**: First, tabulate your scores by frequency. (For example, you might score ‘Almost Always’ two times.) Then, calculate your overall score and mark if you are Beginning, Emerging, Developing, Mastering, or Modeling on Page 7.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| (*EXAMPLE*) **FREQUENCY SCORE** | **2** | **3** | **2** | **4** | **1** |
| (*EXAMPLE*) **OVERALL SCORE** | **29 / 48** | | | | |

*Step 4*

**CHOOSE MOST AND LEAST USED**: Review the mindsets again and choose two mindsets you use the most and two you use the least. Capture them in the table on Page 7.

|  |  |
| --- | --- |
| **Top 2 Mindsets I Use the Most** | **2 Mindsets I Use the Least** |
| * *(6) Seek Liberatory Collaboration* * *(9) Work to Transform Power Liberatory Collaboration* | * *(2) Practice Self-Awareness* * *(12) Share, Don’t Sell* |

*Step 5*

**GO DEEPER:** Read the “Why” and “How” on the back of the Liberatory Design cards for your most used. You can access the cards here: <https://bit.ly/LDCards>.

**Liberatory Design Independent Reflection**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 4 = **Almost Always** | 3 = **Frequently** | 2 = **Occasionally** | 1 = **Rarely** | 0 = **Never** | **4** | **3** | **2** | **1** | **0** |
| **(1) Build Relational Trust:** Invest in relationships with intention, especially across differences. Honor stories. Practice empathetic listening. |  |  |  |  |  |
| **(2) Practice Self-Awareness:** Who we are determines how we design. Looking in the “mirror” reveals what we see, how we relate, and how our perspectives impact our practice. |  |  |  |  |  |
| **(3) Recognize Oppression:** Learn to see how oppression, in its many forms, has shaped designs that lead to inequity. |  |  |  |  |  |
| **(4) Embrace Complexity:** Recognize that equity challenges are complex and messy. Stay open to possibility. Powerful design emerges from the mess, not from avoiding it. |  |  |  |  |  |
| **(5) Focus on Human Values:** Get to know the community we are designing with in as many different ways as possible. Anchor all our decision-making in human values. |  |  |  |  |  |
| **(6) Seek Liberatory Collaboration:** Recognize differences in power and identity to design “with” instead of “for.” Design for belonging. |  |  |  |  |  |
| **(7) Work with Fear and Discomfort:** Fear and discomfort are expected parts of equity design work. Identifying the sources of such feelings offers us a context to work through them and continue to design. |  |  |  |  |  |
| **(8) Attend to Healing:** The effects of oppression are complex and often hinder our ability to take action. Integrate ongoing healing processes when designing for equity. |  |  |  |  |  |
| **(9) Work to Transform Power:** Explore structures and opportunities for interactions in which power is shared, not exercised. |  |  |  |  |  |
| **(10) Exercise Creative Courage:** Every human is creative. Creative courage allows us to push through self-doubt and creative fragility so we can design bravely against oppression. |  |  |  |  |  |
| **(11) Take Action to Learn:** The complexity of oppression must be addressed with courageous ongoing action. Experiment as a way to think and learn – without attachment to outcome. |  |  |  |  |  |
| **(12) Share, Don’t Sell:** Practice transparency and nonattachment in sharing ideas with collaborators. |  |  |  |  |  |
| **FREQUENCY SCORE** |  |  |  |  |  |
| **OVERALL SCORE** | **/ 48** | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **0-10**  **Beginning**   ***Lacks awareness*** *or manifests superficial and inconsistent attention to the mindsets.* | **11-20**  **Emerging**   ***Developing awareness****, but there is a gap between awareness and action.* | **21-30**  **Developing**   *Consistently and* ***consciously practices the mindsets*** *and sees an initial bump in their impact.* | **31-40**  **Mastering**   *The* ***mindsets are internalized*** *and embedded into day-to-day practice and are consistently increasing in effectiveness and impact.* | **40-48**  **Modeling**   ***Models the mindsets for others****, innovating and freely sharing reflections and practices that stimulate change.* |

|  |  |  |
| --- | --- | --- |
| My Overall Score | My 2 Most Used Mindsets | My 2 Least Used Mindsets |
|  | (1)  (2) | (1)  (2) |

**Group Discussion Questions**

|  |
| --- |
| **(1) What came up for you during this exercise?** |
|  |
| **(2) Share your top two mindsets and how you have used them in the past.** |
|  |
| **(3) How might these mindsets be useful when engaging with the themes from this year’s convening?** (Worker Voice, Intersectional Equity, and the Future of Work.) |
|  |

**DESIGN CHALLENGE 1: WORKER VOICE [35 min]**

**Getting Started**

Select a person from your Design Team to fill the following roles:

1. A **facilitator** for your group to keep the conversation going and ensure our norms are being honored
2. A **timekeeper** to keep an eye on the clock
3. A **note-taker** to take notes and share their screen in the breakout room
4. One person who can **share back** a summary of the discussion with the larger group

|  |
| --- |
| **Design Challenge 1** How might we incorporate voices from the front line into an upcoming decision, meeting, or initiative within our team? |

|  |
| --- |
| **Phase I | Empathize** |

**INDEPENDENT REFLECTION  [2 min]**

Circle, highlight, or bold the Liberatory mindset(s) you will hold during this design challenge:

|  |  |  |
| --- | --- | --- |
| *(1) Build Relational Trust*  *(2) Practice Self-Awareness*  *(3) Recognize Oppression*  *(4) Embrace Complexity* | *(5) Focus on Human Values*  *(6) Seek Liberatory Collaboration*  *(7) Work with Fear and Discomfort*  *(8) Attend to Healing* | *(9) Work to Transform Power*  *(10) Exercise Creative Courage*  *(11) Take Action to Learn*  *(12) Share, Don’t Sell* |
| **Phase II | Imagine** | | |

**INDEPENDENT BRAINSTORM  [4 min]**

List 3-5 ideas in 4 minutes



















**SELECT AND GROUP SHARE OUT  [10 min]**

Each person must select their top 2 ideas and has 90 seconds to share them with the team. (You can bold or highlight one from above or copy and paste in the box below.)

|  |
| --- |
| My top 2… |

**GROUP ALIGNMENT AND DISCUSSION  [8 min]**

The note-taker will capture the top ideas for the group. (You can capture them for yourself if that’s helpful.) As a group, highlight or bold common ideas and discuss:

* What common or overlapping ideas emerged?
* What ideas are unique? Of these ideas, which could apply to other organizations?

**GROUP AGREEMENT  [3 min]**

What idea(s) will your Design Team prototype?

|  |
| --- |
| Our Design Team Will Prototype… |

|  |
| --- |
| **Phase III | Prototype** |

**Design Challenge 1 [8 min]**  
*How might we incorporate voices from the front line into an upcoming decision, meeting, or initiative within our team?*

|  |  |  |
| --- | --- | --- |
| **NAME**  *Every memorable idea needs a name!* |  | **DESCRIPTION**  *Describe the idea in 2-3 sentences.* |
|  |  |  |

| **PROTOTYPE**  *What are the key components of your idea? What are the essential experiences or activities related to your idea?* | |
| --- | --- |
| Key Components or Steps | What stakeholders need to be involved or invested? |
|  |  |
| What resources will you need? |
|  |
| What additional thoughts or questions still exist? |
|  |

|  |  |  |
| --- | --- | --- |
| Day 1 | **Day 2 ✓** | Day 3 |
| Worker Voice | **Intersectional Equity** | The Future of Work |

**EXPLORING OUR IDENTITY MARKERS**

*This exercise is modified from Elena Aguilar @ brightmorningteam.com*

We all have intersecting social identities, and the way we understand ourselves has a significant impact on who we are and how we show up in the world. Sociopolitical identity is shaped by our internal identity (how we see ourselves and feel inside) and external experience (how the world sees us), along with the intersecting factors of race, culture, ethnicity, gender, age, and class background, among others.

Understanding our identity markers and experiences is imperative to our ability to understand the identity markers of workers in frontline roles and our work to advance their economic mobility.

**Directions** Explore your identity markers by completing the activity by marking an “X” in the spaces below. Be prepared to discuss your reflections.

|  | *Which of these were you aware of as a child?* | *Which ones feel important to you now?* | *Which ones do you prioritize sharing about yourself?* | *Which ones do you think others typically notice about you?* | *Which ones do you tend not to think about?* | *Which three are the most important to you?* |
| --- | --- | --- | --- | --- | --- | --- |
| Age |  |  |  |  |  |  |
| Citizenship |  |  |  |  |  |  |
| Criminal conviction history |  |  |  |  |  |  |
| Employment status |  |  |  |  |  |  |
| Employment position (Role/Position) |  |  |  |  |  |  |
| Ethnicity |  |  |  |  |  |  |
| Family status |  |  |  |  |  |  |
| Formal education |  |  |  |  |  |  |
| Gender identity |  |  |  |  |  |  |
| Geopolitical location (childhood) |  |  |  |  |  |  |
| Geopolitical location (current) |  |  |  |  |  |  |
| Housing status |  |  |  |  |  |  |
| Immigrant status |  |  |  |  |  |  |
| Language |  |  |  |  |  |  |
| Marital status |  |  |  |  |  |  |
| Mental health |  |  |  |  |  |  |
| Military affiliation |  |  |  |  |  |  |
| Nationality |  |  |  |  |  |  |
| Neurodiversity |  |  |  |  |  |  |
| Physical appearance |  |  |  |  |  |  |
| Physical ability  (ablebodiedness) |  |  |  |  |  |  |
| Race |  |  |  |  |  |  |
| Religion or spiritual affiliation |  |  |  |  |  |  |
| Sexual orientation |  |  |  |  |  |  |
| Skin color (complexion) |  |  |  |  |  |  |
| Socioeconomic status (wealth) |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |

**Independent Reflection Questions**

|  |
| --- |
| **(1) What thoughts and feelings arose in you during this reflection?** |
|  |
| **(2) When you look at your three most important identity markers, which specific life experiences made those so prominent?** |
|  |
| **(3) Do your closest friends share aspects of your identity? How so?** |
|  |
| **(4) Where did you learn about your own identity markers? About the identity markers of other people?** |
|  |
| **(5) How does your identity impact your work changing the field of frontline work?** |
|  |

**Small Group Discussion Questions**

|  |
| --- |
| **(1) What are your three most important identity markers and what impact have they had on your life?** |
|  |
| **(2) How does your identity impact how you approach changing the field of frontline work?** |
|  |
| **(3) How might you leverage your identity to advance equitable economic mobility for workers in frontline roles?** |
|  |

**DESIGN CHALLENGE 2: INTERSECTIONAL EQUITY [40 min]**

**Getting Started**

Select a person from your Design Team to fill the following roles:

1. A **facilitator** for your group to keep the conversation going and ensure our norms are being honored
2. A **timekeeper** to keep an eye on the clock
3. A **note-taker** to take notes and share their screen in the breakout room
4. One person who can **share back** a summary of the discussion with the larger group

|  |
| --- |
| **Design Challenge 2** What quantitative and/or qualitative data would indicate progress toward equity across lines of difference for your organization? |

|  |
| --- |
| **Phase I | Empathize** |

**INDEPENDENT REFLECTION:  [2 min]**

Circle, highlight, or bold the Liberatory mindset(s) you will hold during this design challenge:

|  |  |  |
| --- | --- | --- |
| *(1) Build Relational Trust*  *(2) Practice Self-Awareness*  *(3) Recognize Oppression*  *(4) Embrace Complexity* | *(5) Focus on Human Values*  *(6) Seek Liberatory Collaboration*  *(7) Work with Fear and Discomfort*  *(8) Attend to Healing* | *(9) Work to Transform Power*  *(10) Exercise Creative Courage*  *(11) Take Action to Learn*  *(12) Share, Don’t Sell* |

|  |
| --- |
| **Phase II | Imagine** |

**INDEPENDENT BRAINSTORM  [5 min]**

Share 3-5 examples of data being collected from your organization or the employers your organization supports.















**SELECT AND GROUP SHARE OUT  [10 min]**

Each person will share their top 2 data points and has 90 seconds to share them with the team. (You can bold or highlight one from above or copy and paste in the box below.)

|  |
| --- |
| My top 2… |

**GROUP ALIGNMENT AND DISCUSSION  [10 min]**

Highlight or bold common data points. As a group, highlight or bold common ideas and discuss:

* What common or overlapping data points do we see?
* What gaps exist in the data being collected?
* What data points are missing?

**GROUP AGREEMENT  [5 min]**

Of the gaps identified, select one for which you will develop a plan to collect?

|  |
| --- |
| Our Data Point Will Be… |

|  |
| --- |
| **Phase III | Prototype** |

**Design Challenge 2 [8 min]**  
*What quantitative and/or qualitative data would indicate progress toward equity across lines of difference for your organization?*

|  |  |  |
| --- | --- | --- |
| **COLLECTION PLAN NAME**  *Every memorable idea needs a name!* |  | **DESCRIPTION**  *Describe the idea in 2-3 sentences.* |
|  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **PROTOTYPE**  *What are the key components of your idea? What are the essential experiences or activities related to your idea?* | | | |
| Key Components or Steps | | What stakeholders need to be involved or invested? | |
| *[EXAMPLE: If the data point we’re focused on is identifying single moms, some key components or steps might be: 1) working with an organization that supports single moms to co-design a data collection plan with them; 2) educate employers on considerations for single moms in their workforce, etc.]* | |  | |
| What resources will you need? | |
|  | |
| What additional thoughts or questions still exist? | |
|  | |
| Day 1 | | Day 2 | | **Day 3 ✓** | |
| Worker Voice | | Intersectional Equity | | **The Future of Work** | |

**DESIGN CHALLENGE 3: The Future of Work [40 min]**

**Getting Started**

Select a person from your Design Team to fill the following roles:

1. A **facilitator** for your group to keep the conversation going and ensure our norms are being honored
2. A **timekeeper** to keep an eye on the clock
3. A **note-taker** to take notes and share their screen in the breakout room
4. One person who can **share back** a summary of the discussion with the larger group

|  |
| --- |
| **Design Challenge 3** How might we help workers in frontline roles navigate the future of work (remote work, digitization, automation, etc.)? |

|  |
| --- |
| **Phase I | Empathize** |

**INDEPENDENT REFLECTION  [2 min]**

Circle, highlight, or bold the Liberatory mindset(s) you will hold during this design challenge:

|  |  |  |
| --- | --- | --- |
| *(1) Build Relational Trust*  *(2) Practice Self-Awareness*  *(3) Recognize Oppression*  *(4) Embrace Complexity* | *(5) Focus on Human Values*  *(6) Seek Liberatory Collaboration*  *(7) Work with Fear and Discomfort*  *(8) Attend to Healing* | *(9) Work to Transform Power*  *(10) Exercise Creative Courage*  *(11) Take Action to Learn*  *(12) Share, Don’t Sell* |

|  |
| --- |
| **Phase II | Imagine** |

**INDEPENDENT BRAINSTORM  [5 min]**

List 3-5 ideas in 4 minutes



**SELECT AND GROUP SHARE OUT  [10 min]**

Each person must select their top 2 ideas and has 90 seconds to share them with the team. (You can bold or highlight one from above or copy and paste in the box below.)

|  |
| --- |
| My top 2… |

**GROUP ALIGNMENT AND DISCUSSION  [8 min]**

The note-taker will capture the top ideas for the group. (You can capture them for yourself if that’s helpful.) As a group, highlight or bold common ideas and discuss:

* What common or overlapping ideas emerged?
* What ideas are unique? Of these ideas, which could apply to other organizations?

**GROUP AGREEMENT  [5 min]**

What idea(s) will your Design Team prototype?

|  |
| --- |
| Our Design Team Will Prototype… |

|  |
| --- |
| **Phase III | Prototype** |

**Design Challenge 3** [**8 min]**  
*How might we help workers in frontline roles navigate the future of work (remote work, digitization, automation, etc.)?*

|  |  |  |
| --- | --- | --- |
| **NAME**  *Every memorable idea needs a name!* |  | **DESCRIPTION**  *Describe the idea in 2-3 sentences.* |
|  |  |  |

|  |  |
| --- | --- |
| **PROTOTYPE**  *What are the key components of your idea? What are the essential experiences or activities related to your idea?* | |
| Key Components or Steps | What stakeholders need to be involved or invested? |
|  |  |
| What resources will you need? |
|  |
| What additional thoughts or questions still exist? |
|  |

**Design Challenge Closing Reflections**

|  |
| --- |
| **(1) What Liberatory Design Mindsets did you find the most helpful throughout the design challenges?** |
|  |
| **(2) What new understandings have been revealed about the equity concerns at the center of each design challenge?** |
|  |
| **(3) Coming out of this experience, what is something you want to do differently?** |
|  |
| **(4) What will you take back to your organization?** |
|  |

**END OF CONVENING REFLECTIONS**

*Use this space to capture your closing thoughts, ideas, or questions.*

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|  |