

airlabs

Engage, collaborate, design. 100%
digitally.

by  ThinkPlace



Digital done better

ThinkPlace prides itself on working with passionate change-makers to solve some of the world's toughest design challenges. Digital tools are one of the many things we harness to achieve that, and we believe in empowering people and teams through technology to accelerate positive change.

It's hard to beat face-to-face, but we've found a way. We are social by nature and rely on personal connections to work optimally together, but that shouldn't be limited to interactions in the physical world. **Airlabs add a new dimension to workshops that simply wouldn't be possible with a traditional approach.**

What are Airlabs?

1. **Powerful collaboration and intensely interactive engagement experiences that are fully operated through the cloud**
2. **A mix of intuitive technologies, world-leading facilitation and carefully designed groupwork**
3. **Seamlessly designed workshops, community engagement events and user research studies**

Engagements of any size that bring in voices from almost anywhere without leaving your home or office.

Tailored to your needs



Numbers scale easily. Airlabs come in different formats and leverage a variety of tools and techniques to accommodate your specific technology requirements, participant accessibility and project objectives.

Large engagement or innovation events of up to 100 participants

Medium workshop events of 6 to 50 participants

One-on-one research interviews and user testing where empathetic connection is critical

Location, location, location



Broaden the conversation and elevate dispersed voices With Airlabs, location has largely been removed as a barrier which means it's easier to get the right people in the room at the right time. Attendees can be anywhere in the country, region, or world.

Creating equitable experiences



Digital accessibility and literacy of digital technology is a location and equity issue. ThinkPlace has a long history and expertise working on social inclusion and we adapt our process and practices to accommodate all people.

What can we run with Airlabs?

The applications are boundless. Using the Airlab approach, we engage participants in conversations using their laptop, tablet and/or mobile phones.

1 Digital meetings

Untapped excitement and potential for your organisation. This way of working is not only extremely helpful, but also engaging. We design these sessions thoughtfully to enable project conversations involving sponsors, experts and your core design team.

2 Facilitated discussion

Sit back and let's build together. Watch the discussion come together in real time through the use of our expert facilitators and conversation trackers in a digital space.

3 Human-centred research

Research can be done remotely yet effectively on Airlabs too. We can conduct ethnographic interviews and contextual inquiries in a meaningful and comfortable online environment, and synthesise the insights collaboratively with you.

4 Training workshops

Remote education, training and coaching for leaders, managers, and change makers. Whether it is upskilling in design, strategy, agile, systems thinking, or digital, we run Airlabs as a new way of running training virtually.

5 Co-design teams



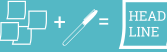













Airlabs are excellent experiences to engage a wide variety of stakeholders and enable their participation from anywhere, any location and sector. The tools allow for collaborative creation over time and create a living resource that can be accessed and used asynchronously.

6 Testing prototypes

We can share and test prototypes via Airlabs, to assess the value of concepts early and often. We run one-to-one sessions or focus group testing to get ideas out and tested effectively. As prototypes are refined, we can elevate the sophistication of the testing.

We understand the new rules of engagement.

While many of the principles for good design engagement remain the same in any format, we know that some matter even more for virtual collaboration.

 <p>Be on time</p>	 <p>Open + vulnerable</p>	 <p>Use the tools</p>	 <p>Flag distractions + take a break</p>	<p>We are not used to, nor should be, spending hours in front of screens. Participants need to be able to self-identify when focus is waning and, without judgement, be able to suggest a break.</p>
 <p>Be optimistic</p>	 <p>Connect + build relationships</p>	 <p>Embrace the pace!</p>	 <p>Signal when you are back</p>	<p>When in a digital space you may appear to be present – but not be. Clear practice about signalling ‘I am back’ is important. This could be verbally, or utilising hand raising/muting tools in apps.</p>
 <p>Trust each other</p>	 <p>Contribute your experience</p>	 <p>Share the stage</p>	 <p>Silence is okay</p>	<p>Facilitators will utilise ‘wait times’ after posing questions to increase creativity and learning. This needs to be even longer in a digital space. Humanise individual work time with appropriate music.</p>
 <p>Be present + focussed</p>	 <p>Be challenged + defer judgement</p>	 <p>Build on each other's ideas + strengths</p>	 <p>Respectful + trustful engagement</p>	<p>There are certainly realities of working in the digital environment that we need to be okay with and others that can be disrespectful. Define these as a group earlier rather than later in your sessions.</p>

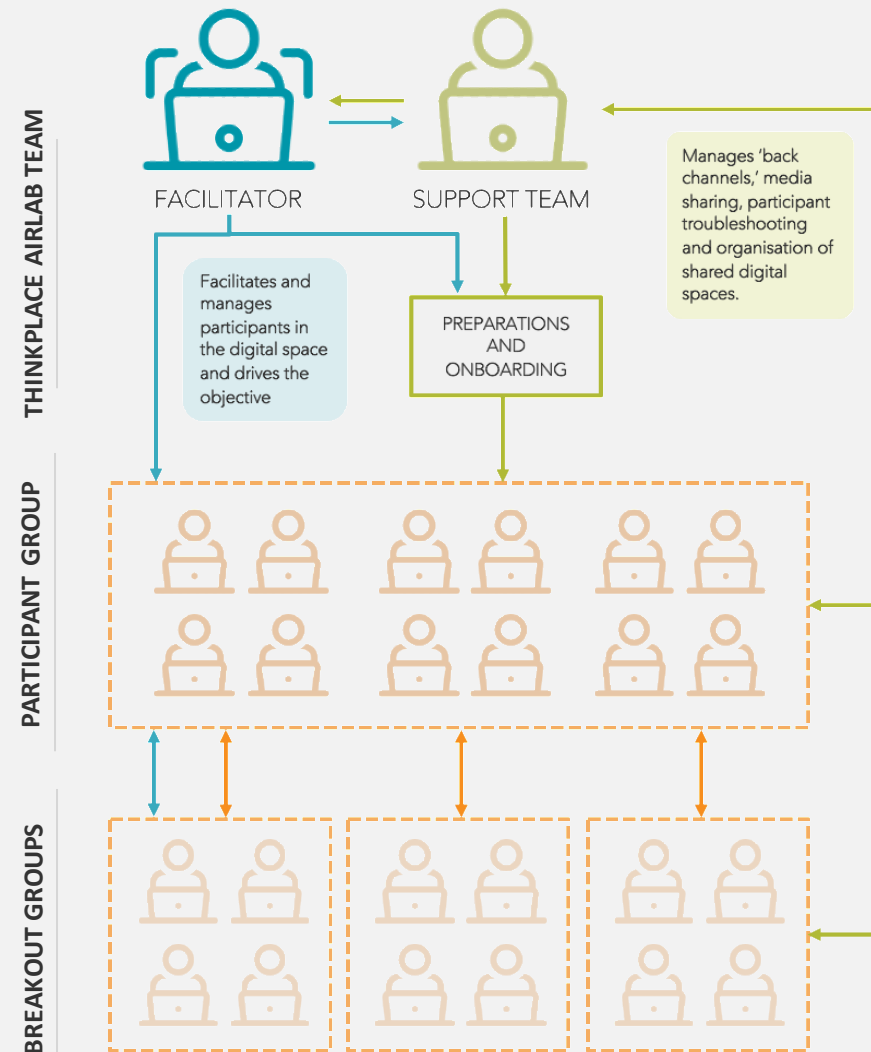
A ThinkPlace Airlab team and trained facilitators for consistently smooth and professional execution.

Every Airlab has a dedicated technical team supporting it and an experienced facilitator, to ensure that everything runs smoothly and there is instant support for people who need it.

The team manages participant onboarding, breakout sessions, polls, receipt and sharing of images and other media, and ensuring that there is monitoring and moderation of “back channels” (text-based conversations that supplement the video and voice conversations).

Digital platforms used for Airlabs are tailored to our clients’ internal technical, security, and data storage requirements.

ThinkPlace Airlab structure



An experience you'll want to have again and again.

Airlabs are a new way of working, that quickly become a natural and enjoyable approach to collaboration.

Get in touch with us to learn more, or chat with your ThinkPlace project lead if you would like to discuss turning a workshop or research study into an Airlab.



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