



Solve and Serve: Using Human-Centered Design

2020 Governor's Conference on Volunteerism

Tuesday, June 23, 2020

Volunteer NH hosts the annual **Governor's Conference on Volunteerism** in partnership with the Governor's Office.

The purpose of the conference is to educate, enhance skills, and provide professional development that will support and strengthen New Hampshire's volunteer programs and organizations.

Learn more by visiting VolunteerNH.org

Session Chat

13:43:09 From Vanessa Blais : Hello!

13:43:10 From Riley Kenney : Icebreaker question-- "Name your favorite tool, kitchen appliance, toy, piece of technology, or other item you enjoy using--what makes it so enjoyable/easy to use?"

13:43:56 From Vanessa Blais : My name is Vanessa Blais from the NH Council on Developmental Disabilities.

13:44:08 From Cheryl O'Malley : Hi, my name is Cheryl and my favorite piece of technology is my GPS to go Geocaching

13:44:11 From Lindsey Merrill : Lindsey Merrill: my coloring book and gel pens

13:44:13 From Hilary Stark : hello I'm Hilary , I enjoy taking pictures

13:44:18 From Ally Snell : Hi I am Ally and I can't live without my food processor in the kitchen- I use it for everything: making bread, dressings, cutting veggies, etc.

13:44:37 From Amanda Lewis : Hi I'm Amanda and my favorite kitchen gadget is my garlic mincer. I don't have to worry about losing a finger in the process of mincing it by hand

13:44:38 From Ginger Elliott : I am Ginger Elliott from RSVP of the Pioneer Valley. My favorite piece of technology is my Kindle because....reading!

13:44:46 From Jeannette Mendez : Jeannette Mendez / Hartford FGP. Dishwasher, I can enjoy spending time with family after dinner

13:44:47 From Jennifer Wright : Jennifer Wright Granite YMCA YSTAY teacher Middle School at Parkside. Fave tool is my hiking pack because it carries my essentials to the mountains

13:44:49 From Ellen Green : Hi I'm Ellen, from the Southwestern VT Council on Aging, and I love knitting needles and yarn - knitting is what I do to keep a semblance of sanity and be productive:-)

13:44:50 From Juliana Good : I'm Juliana, and my favorite tool is a citrus juicer, because it is designed for maximum efficiency!

13:44:56 From Damond Ford : Damond, GEAR UP; Stand mixer

13:45:02 From Melinda Campbell : I'm Melinda and I'm an AmeriCorps member serving with the Central Vermont Council on Aging and I am absolutely obsessed with any kitchen gadget I can get my hands on, lol. But my favorite is my avocado slicer. It gets used almost every day.

13:45:03 From Victoria Barger : Hello! My favorite tool is a blender. I use it for all kinds of cooking. It's easy to use and easy to clean.

13:45:07 From Sharolyn Fortin : Hi My name is Sharolyn and my favorite piece of technology is my IPAD

13:45:09 From Matthew Hodgkiss : My name is Matt Hodgkiss from Family Promise of Southern New Hampshire. My favorite kitchen appliance is the crock pot. Nothing like coming home to a warm meal.

13:45:09 From kate Bruchacova : Hi, I am Kate and I love taking pictures, especially of my little son.

13:45:09 From Kim White Feather-Altomare : Hi I am Kim White Feather Altomare I enjoy using my motorcycle to help me to enjoy the outdoors more,

13:45:11 From Elizabeth Craib : Elizabeth Craib from Granite United Way. My favorite tech tool recently is the floor fans we've got blowing in our house. It is really hot and humid here!

13:45:13 From Jazmin Belcoure : Hello, I'm Jazmin from Monadnock RSVP Volunteer Center, in the Kitchen I love our InstantPot because of how easy it is to use.

13:45:14 From Riley Kenney : Icebreaker question-- "Name your favorite tool, kitchen appliance, toy, piece of technology, or other item you enjoy using--what makes it so enjoyable/easy to use?"

13:45:25 From Patricia Paola : I am an AmeriCorps Member serving at the Good Samaritan Haven in Barre, VT.

13:45:36 From Bob Jones - OLLI : I'm Bob Jones from OLLI at GSC. The iPhone is my favorite device because it is almost a universal tool and resource.

13:45:37 From Teresa Volta : Teresa Volta, RSVP. camera on my phone.

13:45:40 From Lauren Banker : Hi I'm Lauren! From UNH Extension and I love my KitchenAid mixer for all things baking!

13:45:40 From Hanna Snyder : Hi, this is Hanna from Children's Hospital at Dartmouth-Hitchcock and my favorite piece of tech at the moment is my mountain bike!

13:45:44 From Patricia Paola : Love playing dominoes.

13:45:46 From Karen Bemis : Good afternoon! I'm Karen Bemis from the Newfound Lake Region Association. My favorite too is my immersion blender!

13:45:49 From Davis Brush : Outdoor Play Structures for my kids to use and get out of the house. They also help them tire easily and sleep longer during naps and at night.

13:45:53 From Alana Svensen : Hello, my name is Alana and I'm with AmeriCorps NCCC. My favorite tool is my garden trowel as I like growing anything that I can.

13:45:55 From Gene Kuczewski : Gene Kuczewski from Souhegan CERT and NHDBRThammer and screwdriver. They solve almost anything.

13:45:57 From Deborah : Hello everyone, I'm Deborah Mashibini-Prior from Visions for Creative Housing in Enfield. I don't have a camera or microphone on this computer but look forward to the session!

13:45:59 From Lynne Walsh : I am Lynne from Castle in the Clouds. I love my Bluetooth air pods so I can work in the yard and listen to my favorite music. Weeding has never been so enjoyable.

13:46:03 From Nancy Neu : hi Nancy VISTA

13:46:08 From Chris Fleming : hello Im Chris and my favorite tool is my kindle

13:46:16 From Jessica Vaughn-Martin : Hi Everyone, I am Jessica from Granite United Way - I love my immersion blender. It has so many uses... Milk frother is second.

13:46:16 From Glafyra Ennis-Yentsch : My favorite tool is my pen.

13:46:22 From Riley Kenney : For the convenience of all listeners, please put your computer or speaker on mute.

13:46:22 From Mallory Brunet : I'm Mallory and my favorite tool is my drill set

13:46:39 From Riché Colcombe : Hi, I'm Riché

13:46:41 From Amanda Lemen : my favorite kitchen thing is my dutch oven

13:46:46 From Nathan Sheon : I'm Nathan Sheon with New London Emergency Management. My favorite household appliance is a knife forged by a dear friend of mine, because of its uniqueness and sentimental value.

13:46:47 From Margaret Taylor : I'm an AmeriCorps member serving at revive recovery Center Nashua NH. TV

13:46:50 From Riley Kenney : Icebreaker question-- "Name your favorite tool, kitchen appliance, toy, piece of technology, or other item you enjoy using--what makes it so enjoyable/easy to use?"

13:46:50 From John Lemitelamy : I'm Jon, video editing software. it's like a puzzle taking video clips and making it into a product that makes sense

13:46:56 From Kathleen Procek : My name is Kathleen Procek and I work for Children's Hospital at Dartmouth-Hitchcock. My favorite piece of technology is my fitbit.

13:47:02 From Pat Sicard : Pat Sicard, RSVP of the Pioneer Valley. My favorite tool is a sewing machine and my family is grateful that I am adept at its use.

13:47:19 From Margaret Taylor : Maggie here

13:47:21 From ASHLEY ARNOLD : Ashley. We are launching a business and using Human-Centered Design research methods. It's absolutely wonderful to see so many participants with interest in this topic. Kudos!

13:47:35 From Sarah Boelig : My name is Sarah and I am a co-founder of Helping Hands Senior Support in Laconia. My favorite tool is my stethoscope because I'm a nurse and it's an essential first-line assessment tool with all my patients!

13:47:51 From Erin Ferrell : I am an AmeriCorps member serving in Orono, ME. My favorite tool is my laptop

13:48:07 From Cleora Ohar : Hello everyone, My name is Cleora Ohar and my favorite kitchen appliance is the stove/oven because I really enjoy cooking.

13:48:29 From Megan Brabec : Hi all! Megan Brabec, Coordinator of Civic & Community Engagement at UNH - I use my blender almost every day for smoothies, sauces, dips, soups. I like any tool that can serve multiple purposes!

13:49:49 From Amanda Vachon : Hi everyone! Amanda Vachon from the Strafford County Family Justice Center in Rochester, NH. Favorite kitchen tool is my food processor- makes everything easier!

[General comments and questions]

14:00:25 From Ally Snell : Please feel free to type your questions!

14:00:28 From Deborah Mashibini-Prior : So far so good!

14:00:50 From Ally Snell : If you have any questions- you can type them here as we go and we will make sure Juliana sees them

[Breakout session questions and comments]

14:06:01 From Elizabeth Wilcox : What is the goal. TO GIVE THE BEST GIFT?

14:06:19 From Elizabeth Wilcox : Sorry for caps

14:06:33 From Molly April : we are interviewing about giving gifts? Or about how to communicate with the aunt who only gives socks?

14:06:44 From Margaret Taylor : at work

14:07:31 From Stacey Chiocchio : could you repeat step 2 I got distracted by the chat

14:07:44 From Stacey Chiocchio : ok thanks

14:24:45 From Leslie Griffin : :)

14:26:00 From Leslie Griffin : Tech issues.

14:26:07 From Shawn Sutton : Finding a good questions to open up the conversation

14:26:08 From Patricia Paola : getting the first person to talk

14:26:10 From Vanessa Blais : I didn't find it too challenging. We just dived right in.

14:26:13 From Kim White Feather-Altomare : figuring out what we needed to do and tech issues

14:26:18 From Linda Quebec : It was awkward to get started because we don't know each other.

14:26:23 From Cleora Ohar : Thinking of what to say initially

- 14:26:24 From Teresa Volta : epiphany: first time I've seen folks smiles, not masks!
- 14:26:24 From Riley Kenney : I'd say the most difficult was deciding how to come across as inquisitive and not confrontational
- 14:26:25 From Lauren Banker : Talking about gift giving can be uncomfortable
- 14:26:26 From DeAnna Rice : not too challenging
- 14:26:32 From Megan Brabec : Thinking of following up questions without trying to jump into problem solving!
- 14:26:33 From Stacey Chiocchio : narrowing in on who you were giving the gift to or who to get the gift from
- 14:26:34 From Lauren Banker : Especially with people you don't know
- 14:26:41 From Riché Colcombe: I was uncomfortable to get into the questions
- 14:26:53 From Shawn Sutton : vulnerable topic
- 14:26:59 From Kim White Feather-Altomare : we just talked to get to know each other.
- 14:27:00 From Stacey Chiocchio : We did introductions at the end while waiting to return
- 14:27:06 From Bob Jones - OLLI : Keeping the goal abstract (empathy) rather than focusing on specific gifts.
- 14:27:07 From Jeff Violette : Not knowing to chat with your specific roommate as opposed to everyone. Specific directions would be helpful (tech challenged here)
- 14:27:18 From Teresa Volta : we used as initial prompt: your point re: gift giving or receiving?
- 14:27:47 From Margaret Taylor : lmao we tried

14:27:50 From Pat Sicard : Awkward because we weren't clear about the goal. Maybe using "gift giving" instead of identifying a gift of socks, would make it easier. Start with more general then ask questions to get specific.

14:27:50 From Kim White Feather-Altomare : we had one without audio and video so we had to rely on the chat.

14:29:50 From Ally Snell : Just to have the directions here: 1. Synthesize what you learned and, 2. What insights came out of it.

14:30:58 From Leslie Griffin : I really like how mellow my partner was- it's the thought that counts not the gift. I liked her creativity and best of all, loved hearing about how in her family people brag about who spent *less*, not more. :)

14:31:01 From DeAnna Rice :

- the need for the recipient to receive the gift and open it right away
- need to see the recipient enjoy the gift that was chosen for them.
- solution: communicate her needs to the recipient, maybe ask why they don't open the gift right away; explain how it feels to them that their gift might not be appreciated.

14:31:44 From Cleora Ohar : With regards to gift giving - if what you give is equal in quality to what you receive from the other person

14:32:47 From Chris Fleming : My partners wanted to make sure the gifts were memorable and meaningful for the gift receiver.

14:32:50 From Molly April : was interesting to hear how my partners engaged with gift giving differently based on the role they play in the family (ex: mom, mom and grandmother, and young adult). We all felt different autonomy and obligation with gift giving.

14:33:05 From Peggy Verney : Need to know that the gift has purpose for the individual receiving it. Not just a waste of money.

14:33:10 From Kim White Feather-Altomare : I got to know the 2 others in the room and we share similar attributes and experiences which would make for better gift giving and receiving

14:33:48 From Deborah Mashibini-Prior sorry no mic! : Gift giving can be a challenging subject to discuss when giver/receiver has experienced major loss fairly recently and is unsure of their capacity to give other than time/love/volunteer effort

14:35:24 From Peggy Verney : _____ needs to know that the gift she is giving is something that is needed/wanted and will be utilized.

14:35:39 From Leslie Griffin : Jeannette needs to go right on listening to people and paying attention to the things they like, so that she can continue being creative and purposeful in her gift giving. :)

14:36:00 From Stacey Chiochio : We all agreed that it was more important for the gift to be meaningful than cost.

14:36:27 From Peggy Verney : _____ would like gifts to reflect her likes.

14:36:28 From DeAnna Rice : My partner needs to find a way to express how she feels and be OK with asking her husband if he appreciated the gift or not.

14:36:28 From Donna Hepp : Problem: How to find out if the gift given is a good match.

14:36:53 From Nathan Sheon : _____ needs (or, prefers) to communicate directly about the recipient's wants, or otherwise to observe the recipient to ascertain their likes and needs.

14:36:54 From Jennifer Wright : MY partner, T, needs a way to give her sister gifts she will both appreciate and use because she wants her to know she is loved and appreciated from afar.

14:38:22 From Bob Jones - OLLI : A. needs to improve the gifting process for both giver and receiver. A. should be more explicit about the kind of gifts she would like, but leave freedom to the giver to be creative and meaningful.

14:39:38 From Bob Jones - OLLI : Make a list of gifting ideas you would like to receive.

14:39:38 From Lynne Walsh : Ask them what they want directly. Make a wish list for me as to what you would want.

- 14:39:53 From Vanessa Blais : send out post gift giving surveys
- 14:40:01 From Kim White Feather-Altomare : Ask more direct questions, as to needs wants etc
- 14:40:13 From Lynne Walsh : Ask for specific likes/wants like colors they like to help narrow down and hone gift chosen
- 14:40:58 From Eliza Zarka : A tool modeled after "Elfster" (intended for Secret Santa type gift exchanges), that matches the gift giver and gift getters styles
- 14:40:58 From Vanessa Blais : offer two different gifts and see which is chosen. Look for patterns.
- 14:41:03 From Chris Fleming : Show them something you like and see if they agree. ask what they think is a good gift but say it is for someone else
- 14:41:11 From Lynne Walsh : Ask what gifts they have given in the recent past to see how much effort they put in and the types of things they gravitate toward
- 14:41:27 From Jeannette Mendez : have fun with it and come up with a contest
- 14:41:42 From Kim White Feather-Altomare : Get the subtle hints from more specific question Listen more talk less
- 14:41:46 From Lynne Walsh : Ask if they have any hobbies
- 14:41:47 From Vanessa Blais : Ask for a list of favorite gifts in the last 5, 10 years.
- 14:41:59 From Cleora Ohar : For someone you know well, be mindful of what you have given in the past; for lesser known people, perhaps try to focus more on practicality than cosmetics
- 14:42:09 From Simone Talbot : When you pay attention, gift giving is easy :)
- 14:42:17 From Davis Brush : Based on what you know of the individual see if you can create, in your mind, several pages of a magazine that would represent the individual.... In doing this you will force yourself to better understand what they might need or want.

14:42:26 From Bob Jones - OLLI : 1. Make generic lists of gifting ideas, leaving freedom for giver to be creative. 2. Make items on your list playful. 3. Make items relevant to your gifters. 4. Make your Thank Yous explicit about what you liked about the specific gift. 5. Make a better list for next year.

14:42:27 From Shawn Sutton : Regift the unwanted candy to your spouse on the next holiday.

14:42:28 From Peggy Verney : Play a game. Use an app. Have a conversation or two

14:42:32 From Lynne Walsh : Give standard gift like donation in their name for a charity they volunteer for or something like that

14:43:01 From Deborah Mashibini-Prior sorry no mic! : lol Shawn!

14:43:14 From Chris Fleming : What's unwanted candy??

14:43:30 From Riley Kenney : Anything with coconut in it

14:43:35 From Jennifer Wright : Make a fun google form with multiple choice questions like "I would rather get a present I can wear" "I would rather get a present I can eat"

14:43:55 From Linda Quebec : Make a big deal when you receive something personal. Talk about it over wine with girlfriends. Show how important it is when giving a gift to someone.

14:43:57 From Leslie Griffin : Poke good natured fun- like baking a sock-shaped cake for the sock-gifting aunt

14:44:03 From Jennifer Wright : Search their social media for causes they support and make donations in their name

14:44:09 From Megan Brabec : For my partner: Ask your husband to forgo gifts for each other, and instead to spend the money on an activity that you can do together. You can spend time together picking the activity that you'll both enjoy, and neither of you has to worry about getting a gift (or giving a gift) that is unappreciated

14:44:55 From Abbie Giallombardo : Tell the aunt you love the socks but that you have so many you can't wear them all! Ask her to teach you to make them (or something else)--that results in fewer THINGS, time together, receiver learns a skill, and makes the aunt feel great about sharing her skills!

14:45:11 From Linda Quebec : To get more time, rather than gifts... Plan something to do with them (apple picking for example); drive to meet them half way; go to their activities to spend more time with the kids..

14:45:29 From Molly April : my partner's love language - quality time - so don't force getting a gift and plan something together

14:46:19 From Lesley Rossi (VNH) : We will be sending out the slides to everyone with these resources!

14:49:39 From Jiffi Rainie : Thank you Lesley!!

14:51:04 From Jennifer Wright : wow, awesome

14:51:12 From Kim White Feather-Altomare : Thank you Lesley and Juliana for this. Great job.

14:51:39 From Megan Brabec : Thank you Juliana, this is wonderful!

14:51:42 From Stacey Chiocchio : thank you Juliana, very interesting.

14:51:59 From Donna Hepp : What are some of the solutions that you've been involved with in NH?

14:52:06 From Mary Roberge : Thank you! It was a great presentation!

14:52:10 From Peggy Verney : This was great. thank you for the resources

14:52:12 From Linda Quebec : Thank you. This was great, and so well thought out! Nicely done ladies.

14:52:21 From Shawn Sutton : Wonderful presentation, didn't even know I needed to learn about Human Centered Design but will defininely try to apply in my volunteer work and as a physician doing advocacy and for self advocacy with some disabilities.

14:52:22 From Jeannette Mendez : Thank you

14:52:34 From Jiffi Rainie : Thanks, Juliana! This was fun and thoughtful!!

14:52:36 From DeAnna Rice : Thank you Julianna, great presentation

14:53:05 From Deborah Mashibini-Prior sorry no mic! : Having an eye for access standards is such a valuable asset to lend to any group effort.

14:53:06 From katherinecook : Great job! Very engaging and interesting. You are doing important work!

14:54:00 From Hilary Stark : that is awesome !

14:54:02 From Elizabeth Wilcox : Wow! Fantastic!

14:54:25 From Vanessa Blais : Accessible Black Lives Matter Protest this Friday at 3 PM at North Church in Portsmouth NH. Everyone is welcome! Find it on Facebook!

14:54:30 From Amanda SCFJC : Great presentation! Thank you

14:54:35 From Karen Bemis : Thank you Juliana!

14:54:42 From Deborah Mashibini-Prior sorry no mic! : Thank you so much!

14:54:48 From Shawn Sutton : Your contact information?

14:54:50 From Nathan Sheon : thank you!!

14:55:06 From Margaret Taylor : thank you

14:55:07 From Juliana Good : juligood5@gmail.com

14:55:20 From Amanda Powell : Thank you, this was a great presentation!

14:55:22 From Cleora Ohar : Thank you. This was my first window into this topic.

14:55:31 From Jennifer Wright : thanks!

14:55:42 From Kim White Feather-Altomare : this has been great

14:55:48 From Gene Kuczewski : Thanks so much!!!!

14:56:01 From Ally Snell : awesome! Thanks so much

14:56:18 From Riley Kenney : Thank you Juliana!