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Compendium

Development of "DisABILITIES Civic LAB"



Practical guidelines for practitioners

What means a scenario?¹

https://www.learningeverest.com/benefits-of-scenario-based-learning/#What_is_a_scenario

1. Scenario is a method providing an interactive environment for experiential learning. It is identified a solution or response to a real-life issue. Through scenario the participant could solve the problem and gets to make certain decisions based on the situation, leading to positive or negative consequences.

<https://www.neovation.com/learn/32-what-is-scenario-based-training>

2. A realistic scenario is a tool that allows participants to formulate, study, and “try on” a variety of responses to situations they could face on different contexts sharpening their performance and increasing their skill.

<https://www.tandfonline.com/doi/full/10.3402/gha.v7.24482>

3. Scenarios are stories about possible futures and can provide stakeholders with a range of options for action on a shared issue.

<https://www.ilsleda.org/images/papers/Construir-Escenarios-Para-el-DET.pdf>

4. The scenario is a way of thinking about the future, starting from understanding what exists in the present to imagining what needs to be done in the future.

<https://www.forbes.com/sites/stratfor/2015/01/08/scenario-planning-and-strategic-forecasting/?sh=32ca7634411a>

5. Scenario is a method that explore multiple futures and multiple perspectives being a story with beginning, middle and end. A good scenario has twists and turns that show how a context or a situation might change over time.

<https://sswm.info/planning-and-programming/decision-making/situation-and-problem-analysis/scenario-building>

6. A scenario can be regarded as a story about the way a situation, a problem might turn out tomorrow. Because there are numerous options how the situation can be in the future, a scenario is more a plausible description of what might happen. Such a description needs an extended analysis of of past and present factors, trends and events in order to develop a realistic prediction.



<https://www.linkedin.com/advice/1/what-purpose-scenario-planning-strategic-skills-strategic-planning#what-is-scenario-planning?>

7. Scenario means creating and analyzing plausible stories about the future based on key drivers of change and uncertainties. Scenario is not prediction or forecast, but rather alternative vision of what could happen under different conditions and assumptions. It is designed to challenge our assumptions, broaden our perspective, and stimulate our creativity and learning.

<https://everydayspeech.com/select-implementation/developing-critical-thinking-problem-solving-scenarios-for-elementary-students/>

8. Problem-solving scenarios are real-life or hypothetical situations that require participants to think critically and come up with solutions. These scenarios provide a practical and engaging way for them to apply their critical thinking skills. By presenting them with challenging problems, participants are encouraged to think deeply, analyze information, and make informed decisions.

Definition developed within project

9. The scenario is a creative technique to solve different problems, which appear in different contexts (for example, in personal life, in the profession, in the community, in the group of which the participants belong, etc.), to see possible solutions and developments, in a closer or more distant future, with the involvement of different "actors".



What elements to include in the scenario?

a) The problem

Building a scenario should begin with a problem statement. It should generate a sense of crisis, a discrepancy, a lack. Finding the solution to the problem should be the main motive of scenario.

Thus, the scenario starts with a real problem, relevant to the community and/or a group of people affected by that problem. The identified problem is the best premise for building a scenario, as a proposed solution. It is the main idea, which forms the basis of the scenario, the starting point in outlining the key elements of the solution to the analyzed problem.

This should be something concrete that can be described in a few words or short sentences.

The "portrait" of the problem, in short:

The problem is described, the emphasis is placed on the elements of the problem:

- ✚ where does it appear, in what field does it manifest itself? in what aspects of the community or group is this challenge?
- ✚ what happens and/or what doesn't happen when the problem is "active"?
- ✚ how does the problem manifest itself? Effects, implications, consequences in the short and long term?
- ✚ why does the problem occur? why is it active? possible causes.

A clear definition of the problem helps participants to identify irrelevant information and it also ensures that they are on the right track:

What specifically is the issue here?

What is the topic? What problem is to be dealt with?



b) The possible solution or solutions

As a rule, starting from the problem and the elements that characterize it (WHERE, WHAT, HOW, WHY?), a solution or several solutions can be developed.

Brainstorming is an essential part of this step. Now is the best time to be as creative as possible, producing different ideas. These are evaluated, each one separately, according to its potential to produce a possible, practical and realistic solution.

The "portrait" of the solution

The solution is described, focusing on the following elements:

- ✚ the proposed actions.
- ✚ the specific, concrete way of implementing these actions.

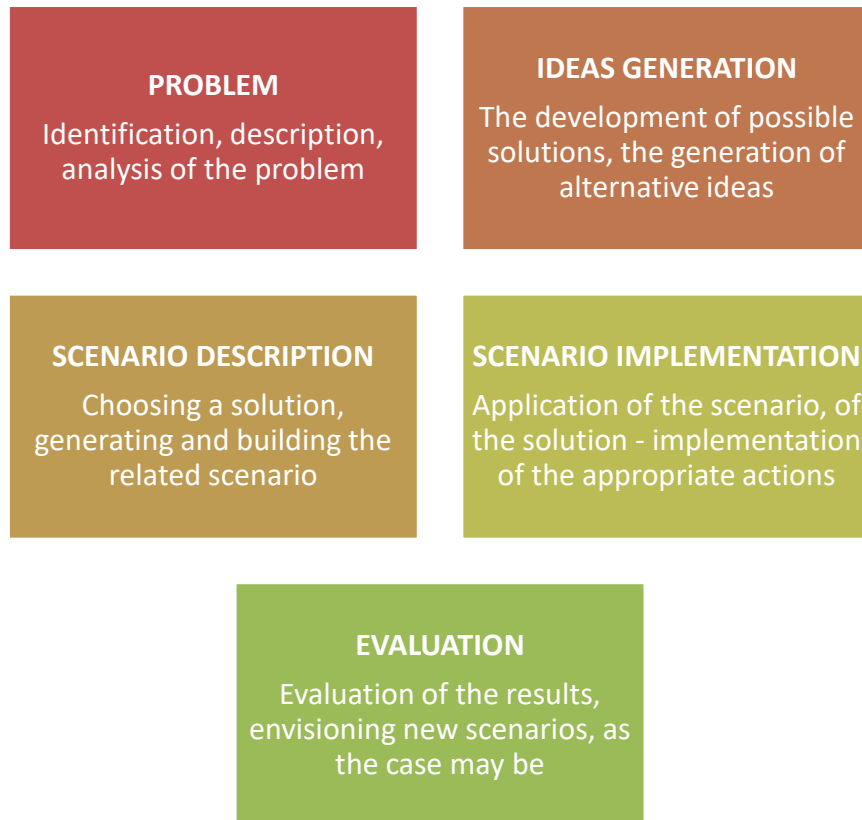
A supporting factor can be the question "What if?". What if we implement these actions, how do we do it, what would we achieve?

This basic question in the scenario method allows us to create possible alternatives, and compare them, to determine which is the best course of action.



How to build a scenario?

General phases of the scenario building process could be the following:





What techniques can be used?

Useful techniques for building and developing scenarios, for solving problems can be found in the set of 16 digital cards² (as part of the Virtual Portfolio developed in the project). The techniques were identified and selected as being relevant in solving problems in the community.

Other support techniques for the development of scenarios can be the following:

Kipling method³

There are six main question related to a problem in a community, in a group, etc.:

1. What is the problem within the community?
2. Why is the problem important for the community?
3. When did the problem arise, and when does it need to be solved? – the specific moment
4. How did the problem happen? – description
5. Where is the problem occurring? – in what area/domain?
6. Who does the problem affect in the community? What people? What groups?

Going step by step through each question, the right solutions can be identified.

Q Methodology⁴

It allows the analysis of the points of view of the participants, who have different perspectives related to a problem, having to sort and score a series of statements.

This technique involves the following steps:

1. Defining the specific problem to be analyzed;
2. Elaboration of the set of statements, which must be sorted by the participants (Q-sort);
3. Q sort – participants order the statements, based on their individual perspective;
4. Analysis, interpretation, solution generation.



The Speed Boat⁵

The Speed Boat Diagram is a visual metaphor used to help participants to identify and solve problems in different contexts and areas on community.

Steps:

1. Draw a picture of a boat and name it after a sensitive area of the community.
2. With participants, brainstorm things, challenges, problems which manifest in the respective area. Each problem is drawn as an anchor, which hangs under the boat.
3. Each problem is assigned a "weight", a degree of importance depending on the impact on the sensitive area in the community.
4. The problem with the greatest impact, the heaviest "anchor" is selected.
5. Possible solution scenarios are discussed and analyzed for the chosen problem.



Tips for practitioners in building scenarios with young people

TIP 1

Make the scenarios as real as possible using images, videos and interactivity. Different resources such as articles on Wikipedia, forums and social media groups can also be integrated in the identification and analysis of the problem in the community and to build a solution/scenario as real and relevant as possible.

TIP 2

To support participants in building plausible and realistic solutions/scenarios, show them how to divide knowledge into two elements:

1. Things they know about
 2. Uncertain things, about which they are not sure.
- Thus, the path to unrealistic "sci-fi" solutions is blocked.

TIP 3

The PROBLEM-SCENARIO pair should stimulate the participants to use their critical, analytical, and evaluative abilities. Both problem chosen and generating scenario for solving this problem must encourage them to think creatively and put themselves in the middle of the scenario before taking any action.

TIP 4

Support participants to consider the complexity of the problem addressed - for example, connections and interdependencies between elements of this problem, questions "forgotten" or voluntarily not asked because they are simply too controversial.

TIP 5

Each scenario should contain sufficient detail to assess the likelihood of success or failure of the various actions to be taken. At the same time, the scenario must be simple, clear, easy to understand, so that the participants are not overwhelmed by the range of potential results. How could anyone properly plan for so many possibilities? Scenarios don't have to be complex to be effective.

TIP 6

It's a good idea to use conversational and informal language while scripting. In addition, the language must be adapted to the characteristics of the groups of young people you work with. Participants can easily relate to the conversational style and interact more easily with the content. It also makes the scenario interesting and informal, working together in a comfortable way.



TIP 7

Make the scenarios relevant to the lives and experiences of the participants in the community where they live.

Make sure the scenarios are age appropriate.

Encourage open thinking by asking different questions to avoid simple "yes" or "no" answers.

When it's the case, "break" the problem into smaller pieces.

TIP 8

Provide opportunities for collaboration and discussion among all participants allowing them to navigate social interactions and relationships.

Building scenarios help them to develop empathy, perspective-taking, and conflict resolution skills.

By engaging youth in problem-solving within their community, their emotional intelligence and positive social behaviors could be fostered.

TIP 9

The activity of building scenarios should offer the participants opportunities for reflection and application, for transposing identified solutions into practice; they must be encouraged and supported to reflect on what they are working on and to apply the result of their work.

TIP 10

In identifying problems in the community and building the solution scenario, encourage participants to consider the feelings and perspectives of others; to find solutions that are fair and respectful.



Scenario templates

Building Scenario – template 1⁶

<p>I. DEFINE Briefly, the following are described: - the problem identified - the component elements of the problem</p>	
<p>II. EXPLORE In this section are described: - the ideas produced - favorable factors, as well as consequences for the most plausible solution ideas</p>	
<p>III. CREATE The identified solution is detailed, the solving scenario is created - actions, resources, parties that may be involved actiuni, resurse, parti care pot fi implicate</p>	
<p>IV. ACT Description of implementing these actions</p>	

Building Scenario – template 2⁷

CHALLENGE/PROBLEM
PROPOSED SOLUTION
WHY WOULD THE SOLUTION SUCCEED? WHY WOULD THE SOLUTION FAIL?
FINAL SCENARIO



Scenario No. 1

The problem identified in the community⁸

Multiple discrimination to the motherhood

WHERE?⁹

Health system/professionals

WHY?¹⁰

Causes:

1. YWwD are subject to multiple discriminations based on their disability, gender and age.
 2. The gap of knowledge of the professionals about the rights of women (including YWwD) with disabilities which leads to the practices which are outdated and the women are exposed to involuntary treatment, including forced sterilization and abortion.
 3. The gaps of the law.
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions:¹¹

1. *Improving the knowledge of professionals on the rights of women (including YWwD) with disabilities.*
 2. *To be reinforced and strengthened the protection measures for this target group through the advocacy of disability movement in order to improving the national and european policies.*
 3. *Improving/ reforming the law based on CRPD.*
 4. *Awareness raising.*
-



Scenario No. 2

The problem identified in the community⁸:

No job because of disability

WHERE?⁹

In private-law companies

WHY?¹⁰

Causes:

1. The employers do not be numb to the rights of YWwD with disabilities.
 2. The employers do not know the reasonable accommodation.
 3. The employers believe that the persons with disabilities have no knowledge and skills.
-

HOW COULD WE CHANGE THE SITUATION ?

Possible solutions:¹¹

1. *Raise awareness campaign for the rights of YWwD in workplaces in collaboration with the Public Employment Service.*
 2. *Inform employers about the creation of accessible work environment and the benefits, for example : social benefits, innovation, improvement the corporate identity etc.*
 3. *Active Employment Policies, for example subsidy to the companies in order to hire YWwD.*
 4. *Free trainings for the employers about the reasonable accommodation and other subjects about the rights of YWwD.*
-



Scenario No. 3

The problem identified in the community⁸:

Limited cultural participation

WHERE?⁹

Museums and other cultural environments

WHY?¹⁰

Causes:

1. Cultural environments are not accessible for all.
 2. It is not clear that the cultural participation brings people together, empower people and facilitate social cohesion.
 3. Deeply rooted prejudices and stereotypes regarding disability
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions¹¹:

1. *To mainstream the disability dimension in every cultural policy, process, action, measure and program to ensure the human right of YWwD to full and equal participation as public, employees and/or creators-artists in the cultural heritage, sites, material, services as well as in the modern culture (e.g. by taking measures to develop and exploit the creative, artistic and intellectual potential of YWwD) and in the cultural industries.*
 2. *„Design for all“. To take measures to ensure both the physical and digital accessibility of YWwD to cultural infrastructures and services, including the communication and information systems.*
 3. *Foster the cultural capability of YWwD by making available a wide range of cultural activities and providing opportunities to participate actively.*
 4. *Training for the staff of the cultural industries how to communicate with the YWwD for example: different kinds of disability and different needs, inclusive disability language, etc.*
-



Scenario No. 4

The problem identified in the community⁸:

Difficulties in independent living

WHERE?⁹

In community for YWwD

WHY?¹⁰

Causes:

1. Gaps on deinstitutionalization strategy or no strategy
 2. Limited opportunities in paid work
 3. Limited access to personal assistance
 4. The transport disability allowance which is available only for specific kinds of disabilities
 5. Gaps in law
-

HOW COULD WE CHANGE THE SITUATION ?

Possible solutions:¹¹

1. *To establish the legal scheme of Independent Living and/or Supported Independent Living.*
 2. *To design and implement programs of deinstitutionalization through the parallel development of Independent Living Centers for persons with disabilities and Supported Independent Living Centers.*
 3. *To subsidy for implementing accessibility improvements of the residence of persons with disabilities.*
 4. *The extension of 'personal assistant'.*
 5. *To take concrete actions for the deinstitutionalization of YWwD and to create community-based support services for them.*
 6. *More available working positions for YWwD.*
-



Scenario No.5

The problem identified in the community⁸:

People don't understand my disability

WHERE?⁹

When they suffer a symptom of their illness or disorder at work. Especially in the health and mobility sector.

WHY?¹⁰

Causes:

1. They don't know the symptoms'.
 2. They don't listen actively.
 3. Invalidate feelings.
-

HOW COULD WE CHANGE THE SITUATION ?

Possible solutions:¹¹

Using the anti-problem technique, in this way, they could provide a solution to something that is the opposite of what happens to them. In this case, the problem arises that people are experts in the matter, in this way they could focus this problem in a more specific way related to their disability to give them a voice so they can empathize with them.



Scenario No.6

The problem identified in the community⁸:

Spent social battery

WHERE?⁹

Women who suffer from a disorder such as ASD, when they are in crowds, for example in the subway, or on the contrary, when there are few people, but attention is very focused on them, as happens at work when it comes to exposing.

WHY?¹⁰

Causes:

1. Lack of civility
 2. Lack of empathy
 3. Lack of updating and knowledge about certain disabilities
 4. Lack of assertiveness
 5. Lack of patience
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions:¹¹

sing the technique of analogy, using for example a thermometer-shaped pin that will show how people who suffer from this social phobia or agoraphobia feel, in this way people without even asking to know the social mood they have left to those who suffer in these situations.



Scenario No.7

The problem identified in the community⁸:

Lack of awareness and active listening

WHERE?⁹

In medical centres or hospitals.

WHY?¹⁰

Causes:

1. Lack of active listening
 2. Lack of understanding of symptoms or needs.
 3. Lack of communication tools by health personnel
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions:¹¹

Using the Multi-perspective technique, in this way they could put themselves in the role or situation that a person with ADHD or ASD, or any physical disability or cerebral palsy, could suffer. In this way they could realize that the clichés and sarcasms are not understood in their entirety.



Scenario No.8

The problem identified in the community⁸:

People don't let me get on the elevator.

WHERE?⁹

in public places, shopping centres, subways, stores...

WHY?¹⁰

Causes:

1. People are not aware.
 2. There is no civility.
 3. They are afraid of what they might say or do to them.
 4. Lack of social education.
 5. Selfishness.
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions:¹¹

Using the back napkin technique, in this way you could draw some type of doodle to make people understand what you are suffering or the emotion that is happening at that moment.



Scenario No. 9

The problem identified in the community⁸:

Lack of knowledge and awareness of disabled people about their own rights and obligations.

Most people with disabilities are not aware and do not know their rights or where to go, when they understand that their rights are being denied.

WHERE?⁹

The problem manifests itself in the field of human rights/the rights of persons with disabilities.

WHY?¹⁰

Causes:

1. Disconnection of people with disabilities from the wider context of which they are a part. On the one hand, the community, families tend to keep them "hidden", with low visibility, without understanding their potential. On the other hand, the disabled themselves do not dare to be more visible, more present in the manifestation of their rights.
2. The shortage of experts for supporting&assisting people with disabilities of different age categories: children, young people, adults.
3. At the community level, there is no optimal approach to identify and promote those voices of children and young people with disabilities, who are successful in what they do, are role models, have self-confidence and fully manifest their potential, in order to show the other disabled people what it means to know your rights - concrete examples from their immediate reality are the most convincing.

HOW COULD WE CHANGE THE SITUATION ?

Possible solutions:¹¹

- a) *Conducting periodic awareness campaigns regarding the rights of people with disabilities - these campaigns should mainly target people with disabilities, then the families they belong to, as well as educational institutions. The main objective of these campaigns should be knowledge and understanding of their own rights, which people with disabilities have in various areas: education, mobility, accessibility, employment, free time, etc.*
- b) *Increasing training and education opportunities for people interested in specializing in the field of disability, as well as increasing the financing of these training programs.*
- c) *Increasing the level of cooperation and correlation between different institutional actors in the community (public authorities, NGOs, youth centers, schools, informal groups, etc.), through concrete, continuous projects, and activities (not just occasional and random!) to bring to the plan visibly disabled people, to capitalize on their own abilities.*



Scenario No. 10

The problem identified in the community⁸:

Children and young people with disabilities spend too much time online.

WHERE?⁹

The problem manifests itself in the field of spending free time.

WHY?¹⁰

Causes:

1. The lack of a balanced program regarding the use of online means, which leads to too much time spent online, to the detriment of involvement in other types of activities - learning, socializing, spending time outdoors, physical activities, etc.
2. Too few community centers, where children and young people with disabilities have access to different resources and fun, safe and free activities.
3. Lack of knowledge and understanding by children and young people with disabilities of the negative effects of spending a long time in the online environment: attention problems, obesity, behavioral problems, insufficient rest, delays in the development of social skills, less time for learning.

HOW COULD WE CHANGE THE SITUATION ?

Possible solutions.¹¹

- a) *Raising awareness of the family and young people with disabilities on the negative effects of too much time spent in the online environment; parental monitoring and setting daily or weekly reasonable online time limits.*
- b) *The encouragement and support of various organizations and voluntary groups by the local authorities in the implementation of various attractive actions and events in the community (workshops, clubs, competitions, shows, etc.), so that young people with disabilities have more options to socialize, make friends, learn new things.*
- c) *Organization of counseling and debate meetings, to encourage and motivate young people with disabilities to identify their own passion/hobby, so that the time spent in the online environment is reduced.*



Scenario No. 11

The problem identified in the community⁸:

Access to Education for YWwD

WHERE?⁹

Public schools and educational institutions in Bucharest.

WHY?¹⁰

1. Lack of accessible infrastructure in schools.
2. Limited availability of specialized educational resources.
3. Insufficient awareness among educators about the needs of YWwD.

Causes:

1. Limited funding for inclusive infrastructure.
 2. Inadequate training for educators on inclusivity.
 3. Societal misconceptions about the capabilities of YWwD.
-

HOW COULD WE CHANGE THE SITUATION?

Possible solutions:¹¹

1. *Advocacy Campaign: Develop a campaign to raise awareness among policymakers and the public about the importance of inclusive education.*
 2. *Inclusive Curriculum Design: Collaborate with educators to design a more inclusive curriculum that caters to the diverse needs of YWwD.*
 3. *Peer Education Program: Empower YWwD to become advocates within their schools, educating both students and teachers about inclusivity*
-



Scenario No. 12

The problem identified in the community⁸:

Limited employment opportunities for YWwD

WHERE?⁹

Local businesses and companies in Bucharest.

WHY?¹⁰

1. Prejudice and discrimination in the hiring process.
2. Lack of accessible jobs.
3. Insufficient awareness of YWwD skills and capabilities.

Causes:

1. Stigmatization of disabilities in the workplace.
 2. Inadequate workplace infrastructure.
 3. Limited dissemination and education about YWwD skills.
-

HOW CAN WE CHANGE THE SITUATION?

Possible solutions:¹¹

1. *Employer Outreach Workshop: Hold a series of workshops for employers to address stereotypes and showcase YWwD talent.*
 2. *Inclusion Job Fair: Host a job fair specifically designed to connect YWwD with inclusive employers.*
 3. *Mentoring Program: Establish a mentoring initiative where successful professionals with disabilities guide YWwD in career development.*
-



Scenario No. 13

The problem identified in the community⁸:

Limited social inclusion for YWwD

WHERE?⁹

Community spaces and public events in Bucharest.

WHY?¹⁰

1. Social isolation due to inaccessible public spaces.
2. Lack of inclusive community events.
3. Limited awareness of YWwD rights and needs.

Causes:

1. Architectural barriers in public spaces.
 2. Lack of inclusive event planning.
 3. Insufficient education on the rights and inclusion of people with disabilities.
-

HOW CAN WE CHANGE THE SITUATION?

Possible solutions:¹¹

1. *Accessibility Audits: Involve YWwD in conducting accessibility audits of public spaces, identifying areas for improvement.*
 2. *Inclusive Event Planning Workshop: Train YWwD to organize inclusive community events that promote diversity and understanding.*
 3. *Community Awareness Campaign: Develop a campaign to inform the public about YWwD rights and needs, encouraging a more inclusive community.*
-



Scenario No. 14

The problem identified in the community⁸:

Limited access to information and communication technology (ICT) for YWwD

WHERE?⁹

Digital spaces and online platforms in Bucharest.

WHY?¹⁰

1. Inaccessible Websites and Online Content.
2. Limited knowledge of assistive technologies.
3. Lack of opportunities for YWwD in the digital domain.

Causes:

1. Insufficient awareness of web accessibility.
 2. Limited availability of assistive technology training.
 3. Digital exclusion due to preconceived notions of disability.
-

HOW CAN WE CHANGE THE SITUATION?

Possible solutions:¹¹

1. *Web Accessibility Training: Work with technology experts to conduct digital content accessibility training sessions.*
 2. *Digital Skills Workshops: Provide hands-on workshops for YWwD to improve their digital skills and effectively use assistive technologies.*
 3. *Digital Inclusion Advocacy: Empower YWwD to advocate for digital inclusion by engaging with local businesses and organizations to ensure accessible online content and platforms.*
-



1. In these Guidelines, several definitions of the scenario have been identified and selected, so that the practitioners who work with young people can have more perspectives on this method and can build their own definition.
2. The set of cards can be accessed by any expert and interested organization, on the project website, here: <https://beyond.far.ngo/Community-problem-solving/>
3. The technique is adapted here, having as source: <https://ubix.ie/product/kipling-problem-solving-board/>
The 6 questions are based on Rudyard Kipling's poem "I keep six honest serving men" ([I Keep Six Honest Serving Men – The Kipling Society](#))
4. The technique is adapted here, having as source: <https://steps-centre.org/pathways-methods-vignettes/methods-vignettes-q-method/>
5. The technique is adapted here, having as source: <https://www.surffoffice.com/blog/problem-solving-methods>
6. This model can be adapted&developed according to the own needs of using the scenario method, in working with young people.
7. This model can be adapted&developed according to the own needs of using the scenario method, in working with young people.
8. Short, synthetic, clear formulation of the community problem/challenge
9. Where does it manifest itself in the community? In what domain? In which sector? For example: health, environment, mobility, education, etc.
10. Why is the problem manifested in the community? what are the causes of its appearance and maintenance? Possible causes and reasons are identified and formulated clearly, synthetically
11. The problem and the solutions (desirable resolution scenario) are identified and built within the national workshops with YWwD – Activity A3.4. The set of cards with problem-solving methods is used as a mandatory helping tool in national workshops with YWwD.
After that, each scenario is refined and developed within Activity A3.4.1, to be included in the online Compendium ("DisABILITIES Civic LAB").