



TOWARDS

# Participatory Innovation

SPIRE Centre

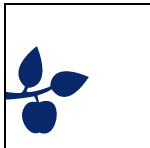
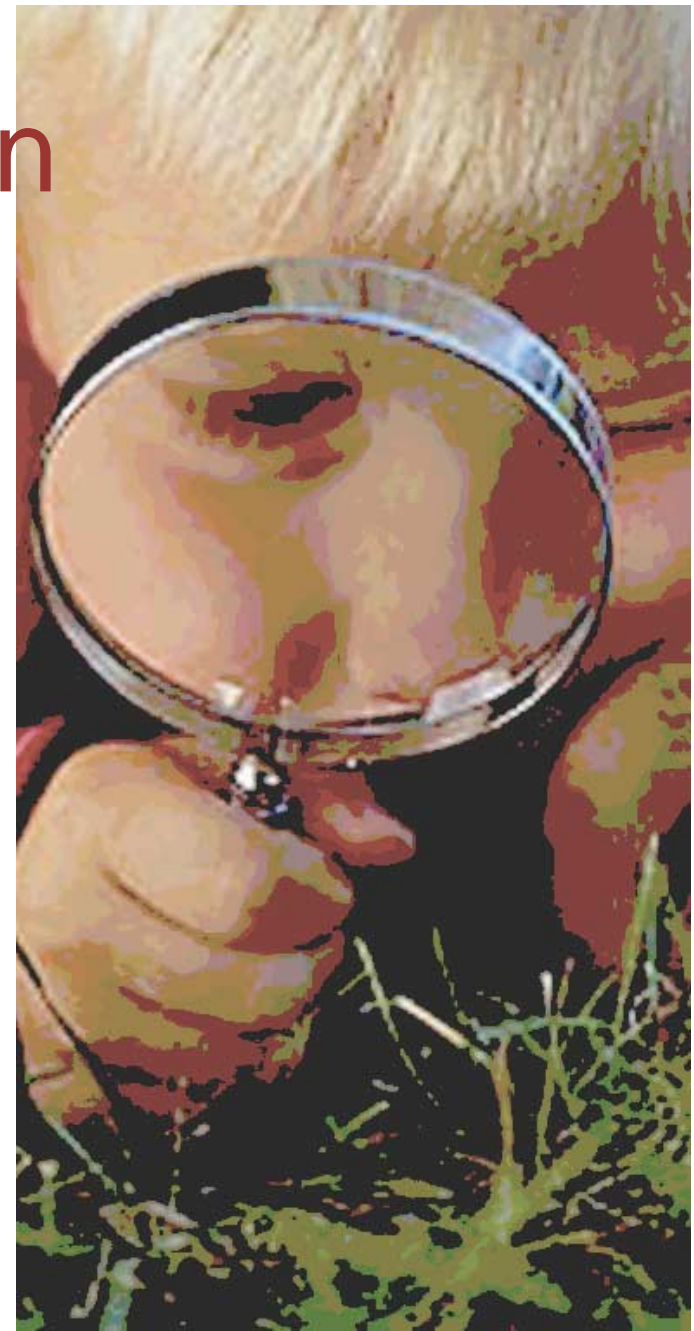
Mads Clausen Institute

University of Southern Denmark

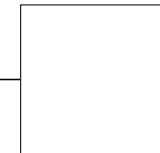
Sønderborg

*Ben Matthews*

associate professor



UNIVERSITY OF SOUTHERN DENMARK



# SPIRE research strings

*How people innovate*

SKILLED INNOVATION

HORIZONS OF IMAGINATION

VALUES IN ACTION

DYNAMIC PARTICIPATION

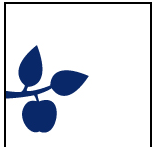
SME APTITUDE

ETHNOGRAPHIC PROVOCATION

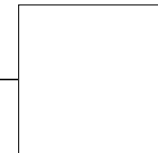
*Innovation projects*



*How companies innovate with users*



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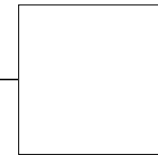
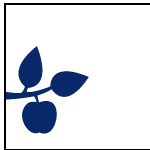
# Participatory Innovation

*Design by users*

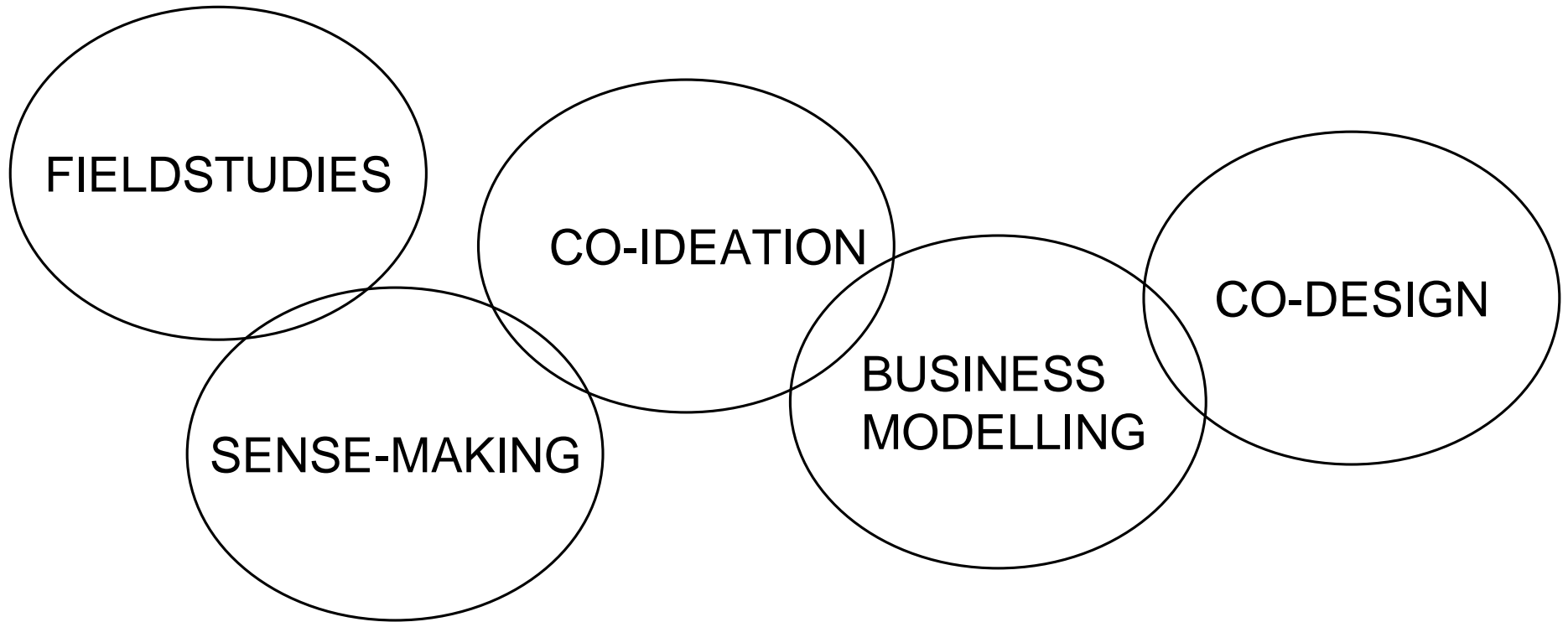
*Design for users*

PARTICIPATORY  
INNOVATION

*Design with users*



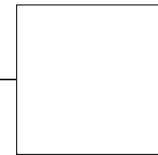
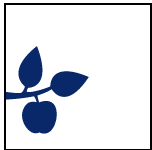
# SPIRE project model



*Double aim:*

**Knowledge** about users, inspiration to re-consider practice

**Business opportunities** in the form of products, services, organisation



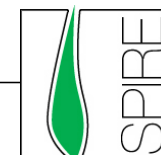
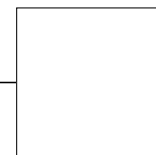
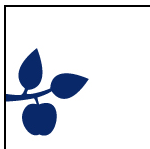
# Field Studies

## Home Care Settings – TRINE HEINEMANN



Heinemann, T. (2009). Participation and exclusion in third party complaints. *Journal of Pragmatics*, 41(12), 2435-2451.

Heinemann, T. (2009). Managing unavoidable conflicts in caretaking of the elderly: Humor as a mitigating resource. *International Journal of the Sociology of Language*, 200, 103-127.



# Hearing in Transition

*Interviews & shadowing*



*Video Analysis*

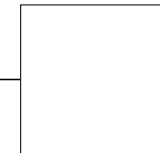
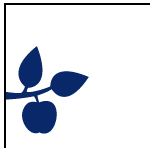


*Co-designing*

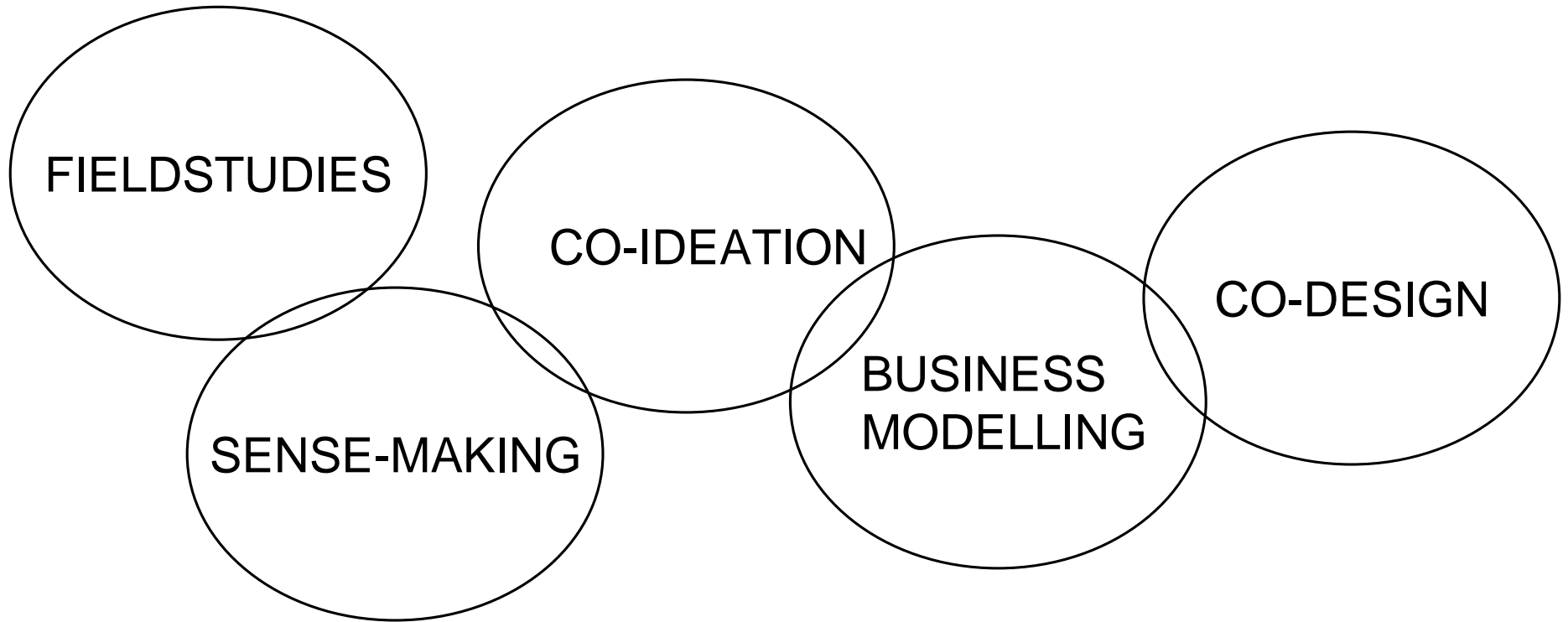


Kjeldsen, M. P., & Matthews, B. (2008). Talking about hearing: designing from users' problematisations. In Gulz, A., Malmberg, L., & Magnusson, C. (eds.): *NordiCHI '08: Building bridges* (pp. 531-534). ACM Press.

Matthews, B., & Heinemann, T. (2009). Technology use and patient participation in audiological consultations. *Australasian Medical Journal*, 1(10), 36-43.



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