

Problem Lab Session 3

Dealing with uncertainty

May 25, 2022



Let's set some ground rules

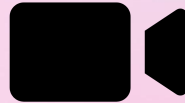
Zoom Etiquette



Stay muted



Send questions
via zoom chat



Turn camera on,
if possible



Turn off
distractions

We may have staff coming by to take pics in breakout rooms!

Problem Lab 2022: Meet the Metaverse

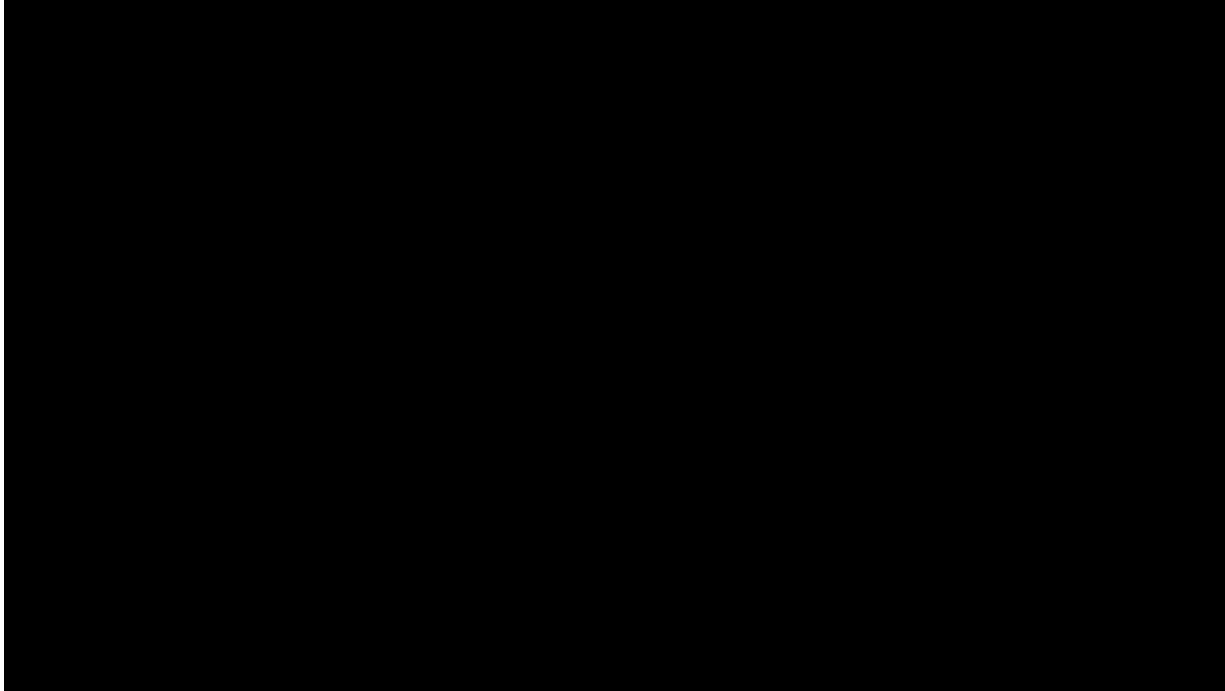
Session	Date	Theme
1	May 11	Introducing the Metaverse
2	May 18 *	Vulnerability in the Seemingly Equal
3	May 25 *	Dealing with Uncertainty
4	June 1*	Pledge for a Better Future
	June 17	<i>International Forum</i>

Vulnerable Persona (Day 2) + Scenario (Day 3) = Designing for Action (Day 4)

Foresight as Human-Centered, Iterative Process

Phase	Description	Tools
Scanning Day 2	Making sense of present and past data to focus on specific line of inquiry based on chosen theme	Mind maps Central question Futures wheel Historical backcasting Expert interviews
Foresighting Day 3	Identifying key drivers of change and creating possible future scenarios	Key drivers Scenario matrix
Strategising Day 4	Designing active interventions to ensure a desirable future outcome	Winners & Losers Futurecast map

Meet your teams! (again)



A conversation with **Yuri Zaitsev**



Lecturer, Stanford University
Founder, YZ Design Works

If the Metaverse was a **MOVIE PREMIERE**, these would be the fans. How are they vulnerable?

Have interest

Paparazzi waiting outside trying hard to get a glimpse at the action



The fans who are in the audience along with the actors and directors

Don't have access

People who are reading a book at home. They might watch this movie years from now

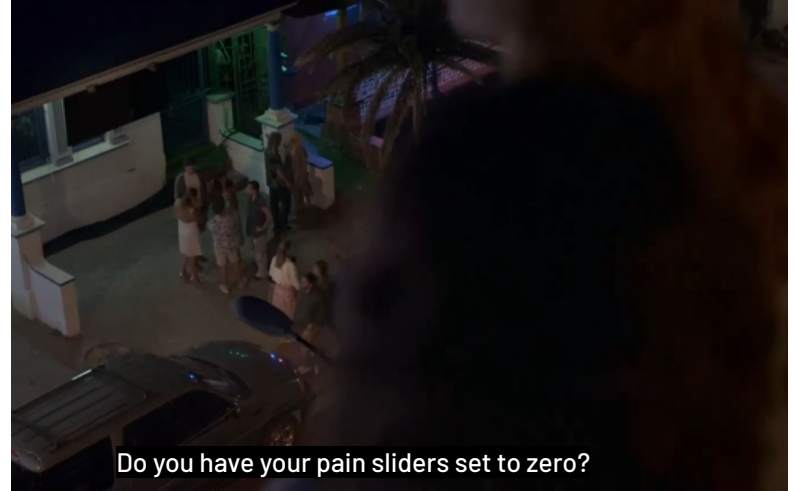


Have access

Celebrities who were invited but have better things to do

Don't have interest

Let's pretend these are ACTUAL futures.
Who would (or wouldn't) want to participate?



Persona of a vulnerable group

1. Who is vulnerable in the future of justice in Metaverse?

2. To what particular risks are they vulnerable in the future?

Persona Name:

A. Nationality:

B. Age:


C. Gender:

D. Hopes:

E. Fears:

F. Other (optional)

3. What makes them vulnerable to that risk?



Add a photo!

Group 4's Persona: Vimese of Vimeta

1. Who is vulnerable in the future of justice in Metaverse?
 - **Neglected Vimese-a child aged 15 yrs**

Persona Name: Vimese

- A. Nationality: Sweden
- B. Age: 15
- C. Gender: Female
- D. Hopes: That she can meet **the daily needs**, that she can **be loved by those** she cares about but who are far away. She hopes for a **good future** where she will grow up to **be happy and impact** the world, where she can **nurture her talents and abilities** to change the world. She hopes to be **an astronaut and be the first to settle in Mars**.
- E. Fears: Vimese fears that **her dreams will result to failures** since no one cares for her. She fears that her **dreams to be the first settler in Mars will amount to naught**. She fears that since no one cares for her, she will be **excluded from opportunities**, from learning opportunities.
- F. Other (optional) Vimese **fears she will never begin her own family in metaverse**. Metaverse is fast moving and since she **has no education**; she will not amount to anything much.



Who is she? What's her day-to-day like? Who does she live with, interact with? Who's excluding her and why? etc...

Group 4's Persona: Vimese of Vimeta (cont.)

2. To what particular risks are they vulnerable in the future?

- "Due to being neglected by **parents, siblings and community**, Vimese risks **being abused by men** who *threaten to use her for her to afford sanitary pads*. They threaten to **defile her** if she does not yield to their demands. She risks *joining street gangs* for protection who normally get involved in drugs..."

3. What makes them vulnerable to that risk?

- "Vimese vulnerability is due to **external factors and her internal inabilities**. Externally, **she has no one to care for her; she has no provider, no mentor** neither does she have a well wisher who has come to her aid. **In Metaverse; everyone is busy creating their joys and dreams while having little time and regard for her...**"
- "**Vimese feels lost**. She feels that her dream to be the first settler in Mars is a big dream and joke. Unable to achieve what she hopes; she feels life is useless yet in metaverse she is promised that she can exist without possibility of ending..."

Session 3 Agenda

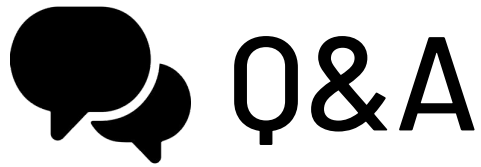


Guest Speaker

Dr. Ora-orn Poocharoen



Director, School of Public Policy,
Chiang Mai University



Please send your questions through the Zoom chat

We'll be exploring...
**The future of justice in the digitized
world in 2050**



**Activity:
Drivers of Change**

Drivers of change

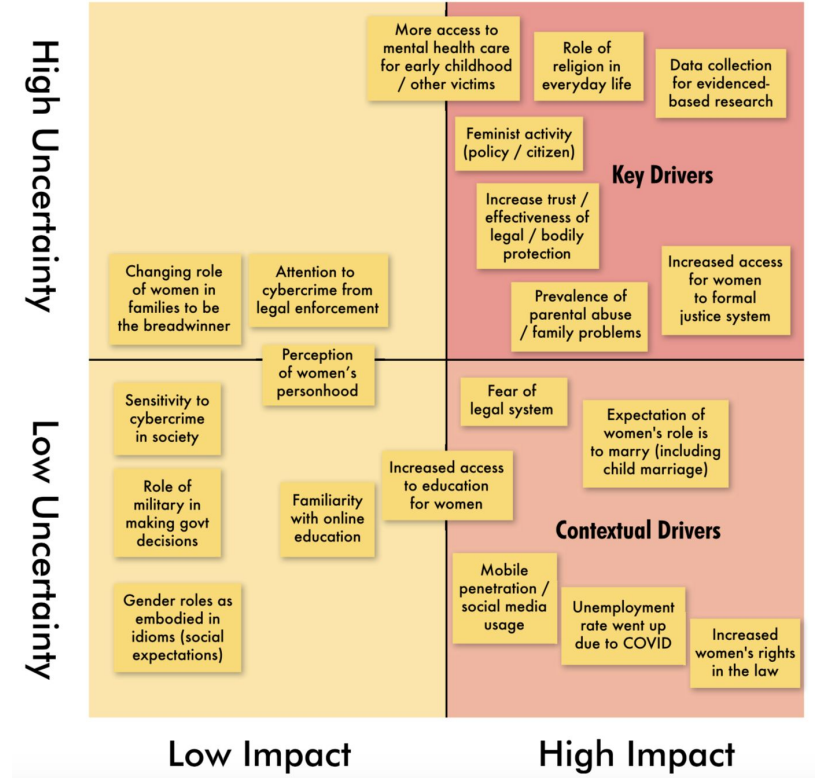
refers to forces of change whose outcome will likely diverge (e.g. the “why” behind the signals / trends)

Uncertainty =

level of divergence of outcome

Impact =

effect of driver on vulnerable group



Creating “dimensions” for the key drivers

People's expectation for
platform's responsibility

Dimension 1: Platform became very responsible.

Dimension 2: State became a very strict regulator.

Type a Driver Here

Dimension 1:

Dimension 2:

Let's look at some drivers of change!



Prep work: Choose 1 theme of interest below and read the 2 related drivers of change

→ Social interaction

- ◆ Driver A: Growing discrepancy between generations
- ◆ Driver B: More freedom to design social circles

→ Technological effects on communication

- ◆ Driver C: Roles of technology in communication to affect public perception
- ◆ Driver D: Public gullibility towards misinformation

→ Changing social views

- ◆ Driver E: Changing attitude towards avatars
- ◆ Driver F: Changing personal agency in health decisions

→ Healthcare

- ◆ Driver G: Environment's direct effects on human health
- ◆ Driver H: Growing urgency in dealing with mental health

→ Forms of governance

- ◆ Driver I: Societal pressure for better governance
- ◆ Driver J: Ownership of virtual worlds

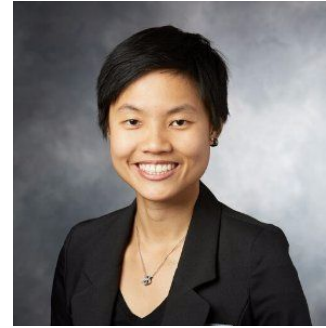
Let's Introduce the Facilitators!



Paricha Duangtaweesub (Bomb)
Group 1



Kanravee Kittayarak (Amp)
Group 2



Siraarpa Siriviriyakul (Pla)
Group 3



Siriwan Siriwangsanti (May)
Group 4



Yuri Zaitsev
Group 5



Sukhita Karthi
Group 6



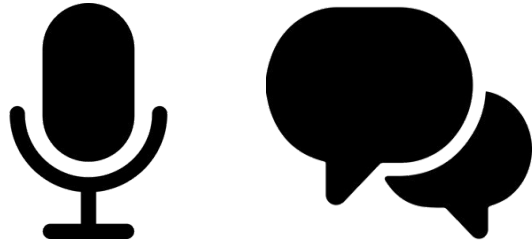
Nicole Parreno
Group 7



Suparat Sawetamal (Fern)
Group 8

In teams (15 mins)

1. Discuss the uncertainties and impacts of the drivers
2. Choose 2 key drivers from different groups (high impact + high uncertainty) on the future of justice in the digitized world
3. Create the 2 dimensions for each driver of change (*this should be straightforward if it has high uncertainty!*)



Which drivers of change did your groups choose and why?

STEEP framework
make sure that we are
seeing the changes from
many perspectives.

Social	Ways of life (e.g. use of leisure time, family living patterns), demographic structures, social inclusion and cohesion issues (fragmentation of lifestyles, levels of (in)equality, educational trends).
Technological	Rates of technological progress, pace of diffusion of innovations, problems and risks associated with technology (including security and health problems).
Economic	Levels and distribution of economic growth, industrial structures, competition and competitiveness, markets and financial issues.
Environmental	Pressures connected with sustainability and climate change, more localised environmental issues (including pollution, resource depletion, and associated biodiversity, and welfare concerns).
Political	Dominant political viewpoints or parties, political (in)stability, regulatory roles and actions of governments, political action and lobbying by non-state actors (e.g. pressure groups, paramilitaries).
Values	Attitudes to working life (e.g. entrepreneurialism, career aspirations, deference to authority, demands for mobility (across jobs or places, etc.), preferences for leisure, culture, social relations, etc.



**Activity:
Scenario Matrix**

Scenes from the Future: EV Edition



Case Study: GBV Scenarios

Shifting power of women in society (Social):

- D1: Career and/or identity independence
- D2: Confined to domestic life

Diversity of media representation (Values):

- D1: Singular narrative of womanhood
- D2: Diversity of stories in popular media

The Real Miserable Housewives

A diversity of women-centric narratives and struggles are covered in the media but women themselves have limited rights to change much. Women have access to support groups but the world is in a perpetual state of a Women's March waiting to happen. Nepotism is one way to acquire power in politics and business though these positions are largely symbolic to appease the activists and the public.

Trapped
in home

Power

Totally
Independent

Invisible Housewife, Invisible Struggle

Women are powerless in every sense of the world. Their personal and professional struggles are totally invisible and they often wonder if their pain is theirs alone. The media portrays a singular path of happiness for upper-middle class couples on TV. In a world where mobilizing against the norm is considered dangerous, women are not able to find support groups either online or IRL. There are limited means - and appetite - for vulnerable communication.

Non-Heteronormative Alternative

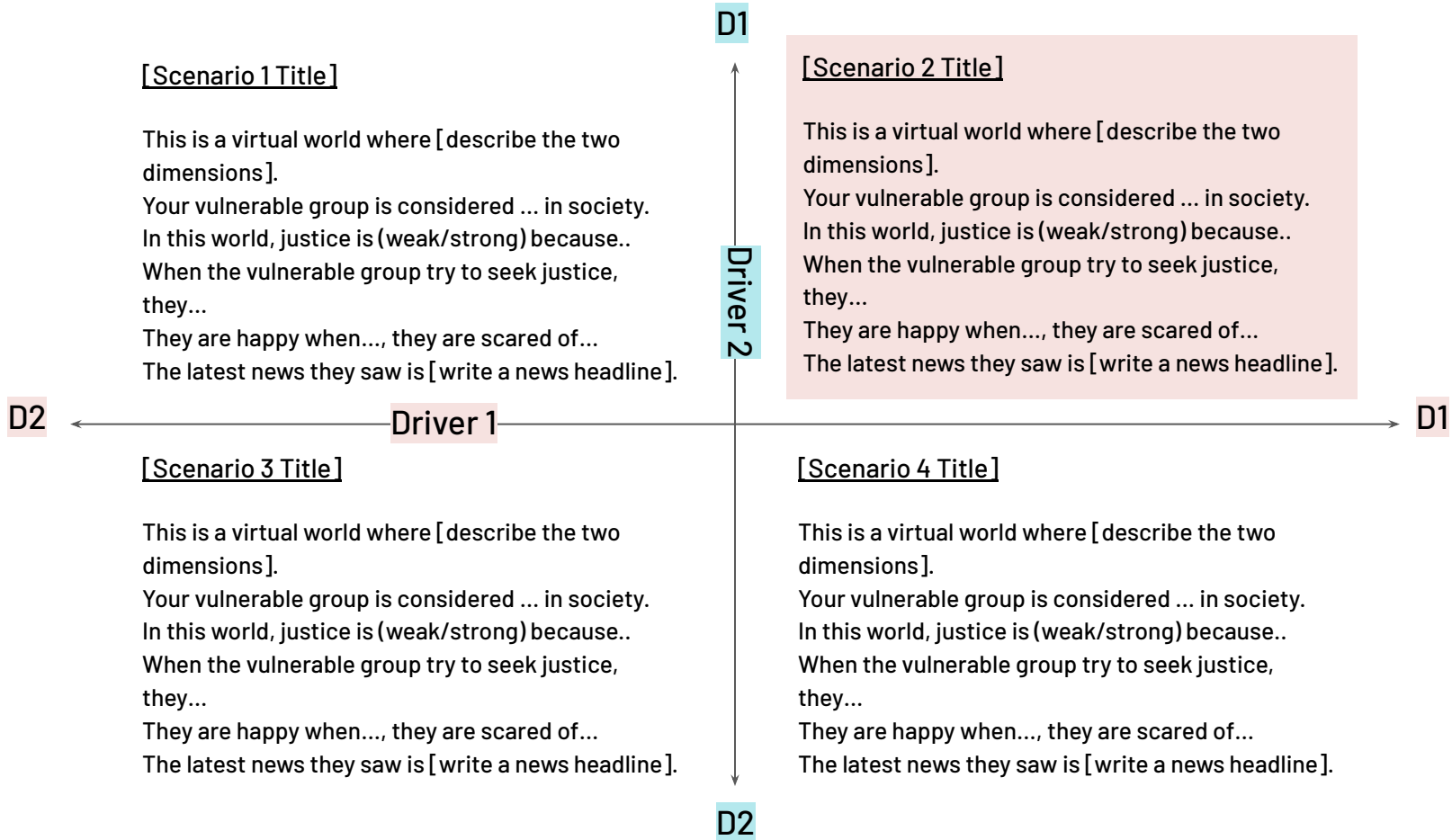
Women have freed themselves from the trappings of the "good wife", but their other struggles in society are totally invisible. They are seen as outsiders and are constantly antagonized by the public. It is an era of "prohibition", where women are always in search of safe spaces. Most women who don't fit the media's portrayal of success tolerate their positions in silence, trying not to ruffle feathers or upset the hierarchy.

Planet Earth

Cher's World

Media

Microscope



Scenario Title

- This is a virtual world where [describe the two dimensions].
- Your vulnerable group is considered ... in society.
- In this world, justice is (weak/strong) because..
- When the vulnerable group try to seek justice, they...
- They are happy when..., they are scared of...
- The latest news they saw is [write a news headline].

Grandma to the Moon

“GRANDMA hits big with her start up and booked her flight to MARS with Elon Musk.”

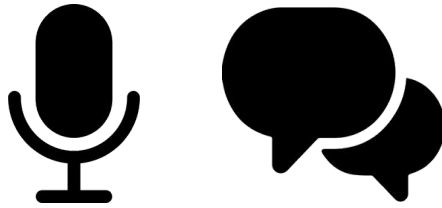


- **This is a world/society where** elders are happily inclusive and digitally savvy.
- **In this world your vulnerable group is considered** COOL, ACCEPTED AND RELATABLE to younger generations.
- **They are happy when** THEY CONNECT WHILE SHARING EXPERIENCE to the younger communities, and **they are most scared of** BEING EXCLUDED, LEFT OUT from what's happening to the world and connect to other generations.
- **The latest news they saw is** GRANDMA hits big with her start up and booked her flight to MARS with Elon Musk.

In teams (25 mins)

1. Write descriptions of each scenario
2. Create memorable titles for each scenario
3. Discuss which your team thinks is the **most desirable** and **most likely** scenario

Alternatively, you may want to pick desirable and likely scenarios first.



What is your most likely scenario?

Checklist for your narrative: is it...

- ❑ Emotionally engaging?
- ❑ Believable, with enough to build the world?
- ❑ Connected to today?

Good integrating requires heart, head *and* hands



Does your narrative about the future engage emotionally? Does it excite or alarm? Does it have an 'aha' moment?



Does your narrative about the future add up? Does it create a reason to believe?



Does your narrative about the future have a path to the future that can start now? (Or at least in your next planning/innovation cycle?)

Our Journey Today...

- ❑ Explored drivers of change
- ❑ Created scenario matrices

Thank you facilitators!

Please give us
feedback on today's
session!
(2 mins)




<https://forms.gle/X9TiyBfktPTjLVFCA>

Problems Lab Feedback Form

Can we hear about your experience in Problems Lab today?

What is your name? *


Your answer 

How do you feel about today's session? *

1 2 3 4 5

Very dissatisfied Very satisfied

What is something new you have learnt today?

Your answer 

Next Time...

Explore the future
through the eyes of your vulnerable group

