

Design for the unaware concerns

In working context, how to build connection and what matters after loss?

DESIGN CHALLENGES:

To support the bereaved and their colleagues to stay connected through concern-free and caring communication.

INTRODUCTION

The design, in one sentence, is **to build the connection between the bereaved and their colleagues by a support ritual named "Coffee? Or Tea?"**.

In this ritual, the colleagues can provide support and show their caring by decorating coffee sleeves with the help of a designed instruction. Operated by the supervisor of the bereaved, the coffee sleeves will be collected and sent to the bereaved before this person comes back to work. By doing so, the bereaved person can know he/she is welcomed and cared for.

The coffee sleeve can be used as the conversation ice breaker. The bereaved can take the coffee sleeve and find its maker. By simply saying "Coffee? or "Tea?", the colleagues would know this person needs support. They can have a chat together with fewer concerns.

Building connection

Sit down, and take a deep breath.
Please take one minute to think about the person who will read this.

Who is she/he? What kind of person she/he is?
... What is your relationship with him/her? ...
When was the last time you saw him/her? Where?

This persona is going through a tough and special time.
Please imagine what could you do when he/she back to work.

Drink together? Sports together?
Have a cup of coffee? Candys? Just say "welcome!"
Give him/her a hand-written welcome letter?

Now, draw or write the things that come to your mind on this coffee sleeve.
Don't be nervous. Writing a "welcome" also means a lot.



Storyboard of the concept



Design implementation

	Raise awareness	Support services	Safe and trusting environment
Insights	"I aware the concerns and know the importance of the connection."	"I have a clear mindset about supporting." "I have a clear mindset about how can I be supported"	"Our faculty is a warm place and I can express my emotional needs without concerns."
Value proposition	Through an elective workshop, our faculty will cooperate with the social worker to educate employees and raise their awareness.	Both the bereaved and their colleagues have clear mindset. They are supported and connected through a service supported ritual.	The coffee cup holder will become a traditional ritual to support all employees make connections or express themselves when needed.
Timeline	<ul style="list-style-type: none"> Education workshop Digital platform building Contact the supplier 	<ul style="list-style-type: none"> Education and practice workshop Digital platform implementation Purchase coffee sleeves periodically 	<ul style="list-style-type: none"> Digital platform Coffee sleeve as daily material