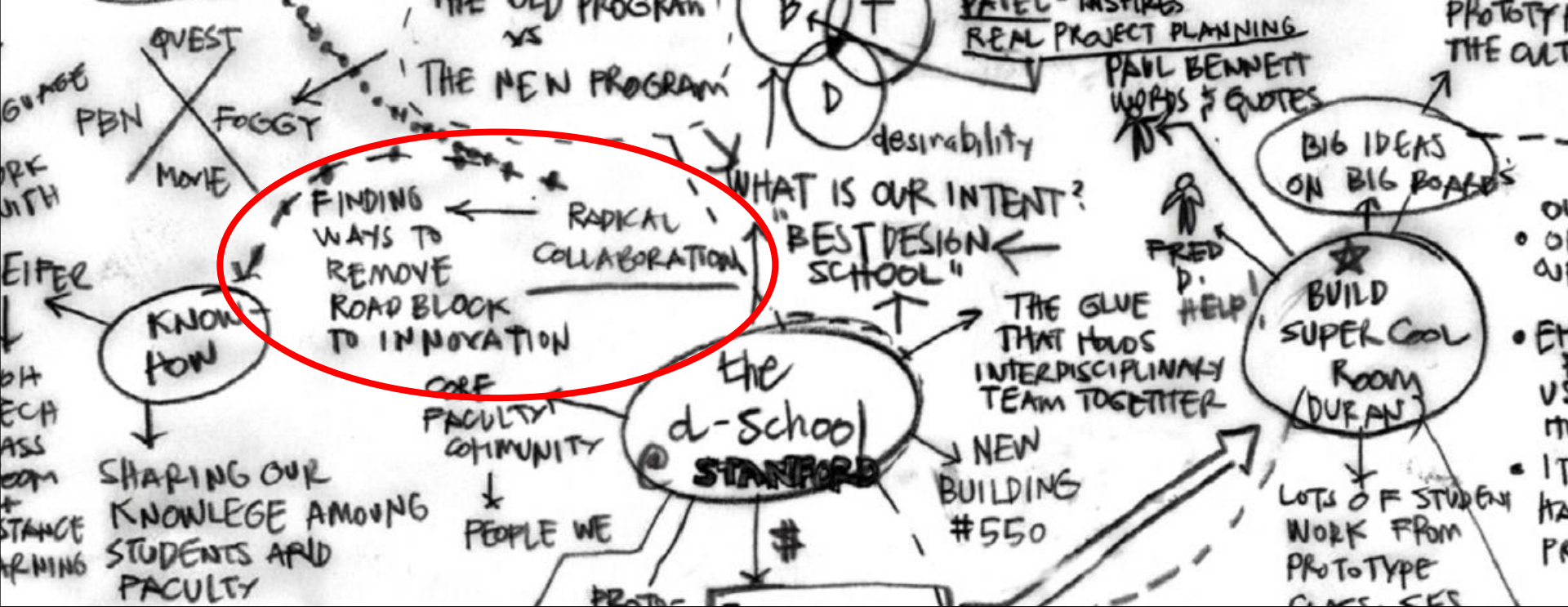


Our Innovation Lab Process

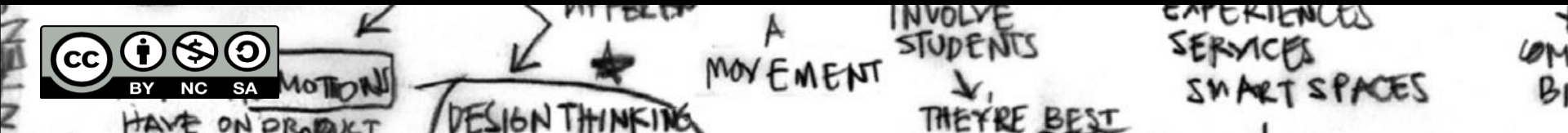
Sue Joiner, Senior Minister • First Congregational UCC, Albuquerque





An Introduction to Design Thinking

In One Hour



How does this translate to our church???

Human-centered: Empathy for and understanding of our congregants. Feedback and information from them is fundamental to responsive design.

Experimentation and prototyping: Innovative experimentation. We **create** to think and learn. **We don't figure it out, then create.**

Bias toward action: Always move toward doing and responding over thinking and meeting.

Power of iteration: Full design cycle – systems thinking. The cycle exists to serve the users. Repeating the process helps approach the desired goal, target or result.





Place of refuge from conservative church	Gay church – welcome, and fully included in leadership.	Church is my family. This is where I can create my own family.
Need for communication, how to get questions answered.	Feeling at home and welcomed.	Need for lots of choices of levels of participation.
Bible-based, looking for balance between religious, spiritual, & activity	Questions of belonging & relevance.	Retreat time – community & time with pastor.
Community, feeling welcome.	Appreciates personal relationship with pastor, and interactive time with pastor.	Outreach to home-bound, feeling connected even when not here.
Strong children’s programming.	Being welcomed, even when single. Feeling included and part of community even w/out kids/partner.	Good fit. Feeling like this is home. Being real to who we are.
Inclusivity	Support of gay family members.	God is bigger and accepting.
Outreach to lesbian and gay community. Not a big deal – just another part of who we are.	Good preaching. Creative worship.	Ties to family and tradition.
People in community	Non-prescriptive. Open to many ideas and theologies.	Spiritual growth
Welcoming atmosphere.	Dinners for 8, couples club, ways to connect with others.	Support from congregation in times of trouble.
Small groups, connection to few people.	Time to play together.	Whoever you are & wherever you are.
Devotion to social justice.	Inter-faith connections.	Involvement in social justice.
Congregation that works together. Not about power.	Potlucks, youth group.	Need for transportation.
Felt more than welcomed – “fringe” people can be leaders.	Honoring variety of rituals from other faith traditions.	Where her spirit would fit. Touched by response from congregation after husband died.
More high church	Expansion to university ministry.	Social justice is most important.
Access to pastor, pastor coming off pulpit.	More low church	
Acceptance and non-judgment.		

Place of refuge from conservative church	Gay church – welcome, and fully included in leadership.	Church is my family. This is where I can create my own family.
Need for communication, how to get questions answered.	Feeling at home and welcomed.	Need for lots of choices of levels of participation.
Bible-based, looking for balance between religious, spiritual, & activity	Questions of belonging & relevance.	Retreat time – community & time with pastor.
Community, feeling welcome.	Appreciates personal relationship with pastor, and interactive time with pastor.	Outreach to home-bound, feeling connected even when not here.
Strong children’s programming.	Being welcomed, even when single. Feeling included and part of community even w/out kids/partner.	Good fit. Feeling like this is home. Being real to who we are.
Inclusivity	Support of gay family members.	God is bigger and accepting.
Outreach to lesbian and gay community. Not a big deal – just another part of who we are.	Good preaching. Creative worship.	Ties to family and tradition.
People in community	Non-prescriptive. Open to many ideas and theologies.	Spiritual growth
Welcoming atmosphere.	Dinners for 8, couples club, ways to connect with others.	Support from congregation in times of trouble.
Small groups, connection to few people.	Time to play together.	Whoever you are & wherever you are.
Devotion to social justice.	Inter-faith connections.	Involvement in social justice.
Congregation that works together. Not about power.	Potlucks, youth group.	Need for transportation.
Felt more than welcomed – “fringe” people can be leaders.	Honoring variety of rituals from other faith traditions.	Where her spirit would fit. Touched by response from congregation after husband died.
More high church	Expansion to university ministry.	Social justice is most important.
Access to pastor, pastor coming off pulpit.	More low church	
Acceptance and non-judgment.		

Feeling at home and welcomed.

Whoever you are & wherever you are.

Being welcomed, even when single. Feeling included and part of community even w/out kids/partner.

Community, feeling welcome.

Welcoming atmosphere.

Outreach to lesbian and gay community. Not a big deal – just another part of who we are.

Place of refuge from conservative church

Acceptance and non-judgment.

Questions of belonging & relevance.

Support of gay family members.

Congregation that works together. Not about power.

Need for lots of choices of levels of participation.

Strong children’s programming.

Outreach to home-bound, feeling connected even when not here.

Expansion to university ministry.

Potlucks, youth group.

Need for transportation.

Ties to family and tradition.

Need for communication, how to get questions answered.

Time to play together.

Small groups, connection to few people.

Where her spirit would fit. Touched by response from congregation after husband died.

Gay church – welcome, and fully included in leadership.

People in community

Support from congregation in times of trouble.

Dinners for 8, couples club, ways to connect with others.

Felt more than welcomed – “fringe” people can be leaders.

Church is my family. This is where I can create my own family.

Good fit. Feeling like this is home. Being real to who we are.

Appreciates personal relationship with pastor, and interactive time with pastor.

Access to pastor, pastor coming off pulpit.

Good preaching. Creative worship.

Retreat time – community & time with pastor.

Bible-based, looking for balance between religious, spiritual, & activity

Non-prescriptive. Open to many ideas and theologies.

Inclusivity

God is bigger and accepting.

Honoring variety of rituals from other faith traditions.

More high church

More low church

Spiritual growth

Involvement in social justice.

Inter-faith connections.

Devotion to social justice.

Social justice is most important.

Feeling at home and welcomed.

Whoever you are & wherever you are.

Being welcomed, even when single. Feeling included and part of community even w/out kids/partner.

Community, feeling welcome.

Welcoming atmosphere.

Outreach to lesbian and gay community. Not a big deal – just another part of who we are.

Place of refuge from conservative church

Acceptance and non-judgment.

Questions of belonging & relevance.

Support of gay family members.

Congregation that works together. Not about power.

Need for lots of choices of levels of participation.

Strong children’s programming.

Outreach to home-bound, feeling connected even when not here.

Expansion to university ministry.

Potlucks, youth group.

Need for transportation.

Ties to family and tradition.

Need for communication, how to get questions answered.

Time to play together.

Small groups, connection to few people.

Where her spirit would fit. Touched by response from congregation after husband died.

Gay church – welcome, and fully included in leadership.

People in community

Support from congregation in times of trouble.

Dinners for 8, couples club, ways to connect with others.

Felt more than welcomed – “fringe” people can be leaders.

Church is my family. This is where I can create my own family.

Good fit. Feeling like this is home. Being real to who we are.

Appreciates personal relationship with pastor, and interactive time with pastor.

Access to pastor, pastor coming off pulpit.

Good preaching. Creative worship.

Retreat time – community & time with pastor.

Bible-based, looking for balance between religious, spiritual, & activity

Non-prescriptive. Open to many ideas and theologies.

Inclusivity

God is bigger and accepting.

Honoring variety of rituals from other faith traditions.

More high church

More low church

Spiritual growth

Involvement in social justice.

Inter-faith connections.

Devotion to social justice.

Social justice is most important.

Hunger for welcome

Explicitness, try not to assume. Training for culture for welcome. Greet your neighbor in church, passing the peace. **Have a welcoming way to get into church that helps with mobility and access.** Too long to get into sanctuary. Turn sanctuary around? Or Sideways. Ramp in from Vassar? West entrance
Elevator? Better signage. Greeters in other areas. **Attractive entry w/ key statements.**
Wheelchair valet service. Congregational group for accessibility and welcome. Francis: Widening the welcome. ADA grant monies? Or UCC Nat'l Conf? Brick project entry? Courtyard.

Hunger for connection

Small groups (formal and informal). Natural and facilitated. Do more.
Mentorship for new members. Explicit connections – introducing. Add back something like Dinners for 8. Continue Bingo, projects, group fun, picnics. Stuff for small groups in the courtyard. Affinity groups. (Singles, GLBT, parents, retirees, etc.) Spiritual groups. Another text study group before service (facilitated by Somebody Else). Fitness groups, meditation, yoga, etc.

Hunger for acceptance

Doing well
Connection w/ UNM LGBT group?
Affinity groups
Explicit symbols of inclusivity.

Hunger for relationship with pastor

Another pastor.
Other people taking leadership roles.

Hunger for theological resonance

Use of liturgical seasons.
Worship is alive.
Not bound by order of worship.
Things are mixed up appropriately.
Additional worship services with different kinds of church.

Hunger for strong programming

UNM connection. We have no hook. Sharing our space for student groups? Student worship? Connection w/ UNM GLBT group? Explore connection with existing campus ministries? Mailing to other UCC churches before school starts to identify students coming. Care packages. Maybe a survey to other UCC churches to see if UCC kids are at UNM? Hospital connection. Interviewing people who are homebound. A Lucy Station (Or a Ted Station). New member dinners, answering questions. Additional service?

Hunger for spiritual growth

Second text study. Meditation group. Experimental worship night service. Taize worship. Other worship/spiritual experiences at church. Prayer services. Labyrinth. Communion services/opportunities. Additional service.

Hunger for social justice

Getting folks plugged in – conduit.
Getting word out – information.

Marcia: Small book groups. Dinners for 8. *Article for April Signposts. Sign-ups. Look for hosts for summer dates. Tying small book groups to a season, short times.*

Sue: Offering jump-start affinity groups. *Find potential leaders. Maybe an African-American group. Music-makers. Connect with Ila.*

Randy: Welcoming new people. Connecting new people. Discerning needs. Mentorship – matching people up. *Work with Congregational Life. Welcoming training. Introduce at Annual Meeting and find folks to go further.*

JT, Ted: Welcoming: Facilities stuff – parking, ramp, pews, walls, floors, halls, etc. *Coordination with facilities. Look at finances.*

Frankie: Stronger welcoming committee, training, greeting, regular people.

Shawn, Ted, JT: Implement The Shawn Plan ASAP. Maybe this summer? Get folks on board and make it a church-wide summer project. *Make outline, spreadsheet, talk amongst selves, get organized, get more people on-board.*

Ted: Courtyard – make it a family-friendly space for kids during fellowship. *Work with preschool about shared space issues. Get some folks together.*

Anne Marie, Frankie: Creative worship/Additional service. *Work with Sue. Make a worship committee.*

Frankie, Sue, Anne Marie: Worship: Incorporation of youth, music variety, openness to do differently.

Pat: UNM care packages and welcome letter. *Pat will connect w/ conference office to find all the churches and find all the incoming UNM students in the conference. Connect w/ faith development.*

Anne Marie: Redesign kids corner, and think about kids in worship. *Go do it.*

Next steps...

Turn the courtyard into a Sunday space

Mentorship for new members

Connect with university students

Add additional experimental worship service

Make the physical space more welcoming

Plan for better accessibility

Welcoming/Greeting training

Summer book groups

Thank You

