

Peter Hayward Jones, Ph.D.

Curriculum Vitae

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Distinguished University Professor of Systemic Design Tecnológico de Monterrey

Associate Professor, Faculty of Design, OCAD University
Member of Graduate Faculty

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Managing Partner, The Redesign Network redesignnetwork.com

peter@redesignnetwork.com

Co-founder and Academic Director, Flourishing Enterprise Institute

flourishingenterpriseinstitute.org

Education

Ph.D. Interdisciplinary Studies, Design and Innovation Management, Union Institute, Cincinnati, Ohio, 2000
Committee members: Alexander Christakis, Bonnie Nardi, Alex Pattakos, Yrjo Engestrom (consultant)
Title: *Embedded Values in Process and Practice: Toward a theory of power and participation in organizations.*

M.A. Experimental Psychology, Human Factors, University of Dayton, Ohio 1991
Thesis: *Advance Organizers as Mental Models: Do They Make a Difference in Software Usability?*

B.A., Psychology, Wright State University, Dayton, Ohio 1981

Employment History

2023	Tecnológico de Monterrey, Monterrey, México
2009-2023	Faculty of Design, OCAD University, Toronto
2013-2023	Redesign Network, Toronto
2001-2012	Redesign Research, Inc., Dayton, Ohio
2007-2015	Dialogic Design LLC, Dayton, Ohio
1999-2002	Knowledge Strategy Practice Lead, Atos Origin, Dayton and Cincinnati, Ohio
1996-1999	Senior Human Factors Engineer (User Experience Design), LexisNexis, Dayton, Ohio
1990-1996	Sr. Systems Engineer, TASC, The Analytic Sciences Corp, Dayton, Ohio

Publications

Lifetime summary

Books authored	4
Chapters in books	10
Papers in refereed journals	20
Papers in refereed conference proceedings.	24
Technical reports	9

Books Authored

1. Jones, P.H. and Van Ael, K. (2022). *Design Journeys through Complex Systems*. Amsterdam: BIS Publishers.
2. Jones, P.H. (2013). *Design for Care: Innovating Healthcare Experience*. Brooklyn, NY: Rosenfeld Media.
3. Jones, P.H. (2008). *We Tried to Warn You: Innovations in Leadership for the Learning Organization*. Ann Arbor: Nimble Books.
4. Jones, P.H. (1998) *Team Design: A Practitioner's Guide to Collaborative Innovation*. New York: McGraw-Hill.

Chapters in Edited Books

1. Jones, P.H. & Arun-Kumar, P. (2022). Scoping interventions for healthcare sustainability: A systemic design approach. In M. Pfannstiel (Ed.), *Human-Centered Service Design for Healthcare Transformation*. Springer.
2. Jones, P.H. (2020). Systemic Design: Design for complex, social, and sociotechnical systems. In G. Metcalf (Ed.), *Handbook of Systems Sciences*. Tokyo: Springer Japan. DOI: 10.1007/978-981-13-0370-8_60-1
3. Jones, P.H. (2018). Taking stock and flow of systemic design. In P. Jones and K. Kijima (Eds.), *Systemic Design: Theory, Methods and Practice*, pp. vii-xvi. Volume 8 in Translational Systems Sciences Series. Springer Japan.
4. Jones, P.H. (2018). Contexts of Co-creation: Designing with System Stakeholders. In P. Jones and K. Kijima (eds.), *Systemic Design: Theory, Methods and Practice*. Volume 8 in Translational Systems Sciences Series. Springer Japan.
5. Jones, P.H. (2017). Soft Service Design outside the Envelope of Healthcare. In E. Tseklevs & R. Cooper, (Eds.), *Design for Health*, pp. 39-57. London: Routledge.
6. Jones, P.H. (2017). Social ecologies of flourishing: Designing conditions that sustain culture. In A. Skjerven & J.B. Reitan, (Eds.) *Design for a Sustainable Culture: Perspectives, Practices and Education*, pp. 38-54. Routledge.
7. Jones, P.H. (2014). Systemic design principles for complex social systems. In G. Metcalf (ed.), *Social Systems and Design, Volume 1 of the Translational Systems Science Series*, pp. 91-128. Springer Japan.
8. Van Patter, GK and Jones, P.H. (2013). Understanding Design 1,2,3,4: The rise of visual sensemaking. In T. Poldma (ed.), *Meanings of Designed Spaces*. New York: Fairchild Books, pp. 331-342.
9. Jones, P.H. (2013). Dialogic Design and Social Design Practice. In E. Sanders, and P-J Stappers, *Convivial Toolbox*, Amsterdam: BIS Publishers.
10. Jones, P.H. (2008). Socializing a knowledge strategy. In E. Abou-Zeid (Ed.) *Knowledge Management and Business Strategies: Theoretical Frameworks and Empirical Research*. Hershey, PA: IGI Global, pp. 133-163.

Papers in Refereed Journals

1. Waddock, S., Waddell, S., Jones, P. H., & Kendrick, I. (2022). Convening Transformation Systems to Achieve System Transformation. *Journal of Awareness-Based Systems Change*, 2(1), 77–100. <https://doi.org/10.47061/jabsc.v2i1.2023>.
2. Murphy, R.J. & Jones, P. (2021). Towards systemic theories of change: High-leverage strategies for managing wicked problems. *Design Management Journal*, 16(1), 49-65.
3. Jones, P. & Van Ael, K. (2021). Design for services in complex system contexts. *Touchpoint*, 12(2), April 2021.
4. Murphy, R. & Jones, P. (2019). Leverage analysis. *FormAkademisk*, 13(2).
5. Sevaldson, B. & Jones, P. (2019). An interdiscipline emerges: Pathways to systemic design. *She Ji: The Journal of Design, Economics, and Innovation*, 5(2), Volume 5, Issue 2, 75-84.
6. Nousala, S., Ing, D., & Jones, P.H. (2018). Systemic design agendas in education and design research. *Form Akademisk*, 11(4). <https://doi.org/10.7577/formakademisk.2608>

7. Jones, P.H. & Bowes, J. (2017). Rendering systems visible for design: Synthesis maps as constructivist design narratives. *She Ji: The Journal of Design, Economics, and Innovation*, 3 (3), 229–248.
8. Jones, P.H. (2017). The futures of Canadian governance: Foresight competencies for public administration in the digital era. *Canadian Public Administration*, 60, 657–681. doi:10.1111/capa.12241.
9. Jones, P.H., Shakhder, S. & Singh, P. (2017). Synthesis maps: visual knowledge translation for the CanIMPACT clinical system and patient cancer journeys. *Current Oncology*, 24 (2), 129-134.
10. Jones, P.H. (2016). Designing for X: The challenge of complex socio-x systems. *She Ji, The Journal of Design, Economics, and Innovation*, 1 (2).
11. Upward, A. & Jones, P. H. (2016). An ontology for strongly sustainable business models: Defining an enterprise framework compatible with natural and social science. *Organization & Environment, Special Issue: Business Models for Sustainability: Entrepreneurship, Innovation, and Transformation*, 29 (1), 1-27.
12. Jones, P., Robinson, J., Yip, A., Oikonen, K. Starkman, A. (2014). Human-centred mental wellness: Discovering touchpoints before a service encounter. *Touchpoint: The Journal of Service Design*, 6 (2), 58-61.
13. Weigand, K., Flanagan, TR, Dye, KMC, and Jones, PH. (2013). Collaborative foresight: Complementing long-horizon strategic planning. *Technological Forecasting & Social Change*, 85, 134–152.
14. Schleicher, D, Jones, P.& Kachur, O. (2011). Bodystorming as Embodied Designing. *interactions*, XVII.6, 47-51.
15. Jones, P.H. (2010). The Language/Action model of conversation: Can conversation perform acts of design? *interactions*, XVII.1, Jan-Feb.
16. Jones, P.H. (2005). Information practices and cognitive artifacts in scientific research. *Cognition, Technology, and Work*, 7 (2), 88-100.
17. Jones, P.H., Chisallita, C. and van der Veer, G.C. (2005). Special Issue on Collaboration in Context: Cognitive and Organizational Artefacts. *Cognition, Technology, and Work*, 7 (2), 70-75.
18. Jones, P.H. and Nemeth, C.P. (2005). Cognitive artifacts in complex work. *Lecture Notes in Computer Science*, LNAI 3345, 152-183.
19. Jones, P.H. (2002). When successful products prevent strategic innovation. *Design Management Journal*, 13 (2), 30.
20. Jones, P.H. (2002). Embedded values in process and practice: Interactions between disciplinary practice and formal innovation processes. *Design Management Journal, Academic Review*, 2, 20-36.

Editorial, Peer Review and Curation

Contexts Journal. During 2022 I organized the design and launched the scholarly journal for SDA titled Contexts: The Journal of the Systemic Design Association. The first set of manuscripts for the inaugural publication is in peer review. As Editor in Chief, I organized an editorial board of associate editors and advisors, designed an online journal platform, and launching the journal for the systemic design community. <https://systemic-design.org/contexts/>

Regular reviewer for *She Ji*, *Systems*, *Form Akademi*, *Organization and Environment*, *Information and other journals*. Review on average 7 manuscripts a year. *RSD Proceedings* editor in chief, and regular special issue editor for collections curated from *RSD Symposium* series. Section editor for chapters submitted to *Systemic Design* section in *Springer Handbook of Systems Sciences* (2109). Recent editorial publications:

1. Jones, P. (2020). Section editor and author: Systemic Design: Fusion of design and systems thinking for social systemic complexity. In G. Metcalfe and K. Kijima (Eds.), *Handbook of Systems Sciences*. Springer Japan.
2. Sevaldson, B. and Jones, P. (2019). An interdisciplinary emerges: Pathways to systemic design. *She Ji: The Journal of Design, Economics, and Innovation*, 5(2), Volume 5, Issue 2, 75-84.
3. Jones, P.H. (2018). Taking stock and flow of systemic design. In P. Jones and K. Kijima (eds.), *Systemic Design: Theory, Methods and Practice*, pp. vii-xvi. Volume 8 in *Translational Systems Sciences Series*. Springer Japan.

4. Jones, P.H. (2017). The Systemic Turn: Leverage for world changing. *She Ji: The Journal of Design, Economics, and Innovation*, 3 (3), 157–163.

Refereed Conference Proceedings

1. Jones, P.H. (2022). Global Elephants in the Room: A reflexive prospective following 50 years of the Global Problematique. In *Proceedings of Relating Systems Thinking and Design (RSD11) Symposium*. Brighton, UK, October 13-16, 2022.
2. Jones, P.H., Murphy, R.J.A., & Rava, N. (2021). Theories of (system) change: Accelerating the SDGs. In *Proceedings of SUSTEX 2021, Summit on Sustainability*. Texas A&M University, April 22-23, 2021.
3. Jones, P.H. (2020). The social construction of systemic change: Our working theories of change. In *Proceedings of Relating Systems Thinking and Design (RSD9) Symposium*. National Institute of Design, India, October 9-17, 2020.
4. Jones, P.H. (2019). Cultural-Historical Anticipation Perspectives. *3rd International Conference on Anticipation*, Oslo School of Architecture & Design, Oct 9-11, 2019, Oslo, Norway.
5. Jones, P.H. (2019). Visualizing the Complexity of Cancer Diagnosis: From Patients to Policy. Oral presentation, *Stanford Medicine X*, Stanford University, Sept 23-25, 2019.
6. Jones, P.H. (2018). Evolutionary Stakeholder Discovery: Requisite system sampling for co-creation. In *Proceedings of Relating Systems Thinking and Design (RSD7) Symposium*. Torino, Italy, October 24-26, 2018.
7. Jones, P.H. (2017). Assembling requisite stakeholder variety in foresight practice. *2nd International Conference on Anticipation 2017*, London, November 8-10, 2017.
8. Jones, P.H. & Bowes, J. (2016). Synthesis Maps: Systemic Design pedagogy, narrative, and intervention. In *Proceedings of Relating Systems Thinking and Design (RSD5) 2016 Symposium*. Toronto, October 13-15, 2016.
9. 8-9 Oct 2015, DesignX Symposium, Tongji University School of Design, Shanghai, China. *Student Mental Wellness: A Services Perspective*.
10. 1-4 Sept 2015, Relating Systems Thinking and Design (RSD4) Symposium, Banff Centre for the Arts, Banff, AB. Paper: *Can We Design for a Flourishing Society?*
11. Oct 15-18, 2014. Relating Systems Thinking and Design (RSD3) Symposium, Oslo School of Architecture and Design (AHO), Oslo, Norway. Paper: *Design Research Methods in Systemic Design*.
12. July 27-31, 2014, International Society of Systems Sciences (ISSS), Washington D.C. Paper: *Design Research Methods for Systemic Design: Perspectives from Design Education and Practice*.
13. July 8-12, 2014 World Design and Health Congress, Toronto. Paper: *Form Follows (Health) Function: A Human-Centred Service Architecture*.
14. 17-20 June 2014 Media Ecology Association Conference, Ryerson University, Toronto. *Technogenic Cultures*.
15. Oct 9 2013 Relating Systems Thinking to Design 2, Oslo: Paper: *Designing with Dialogue*, Oct 4-7 2012 RSD2 Symposium, Oslo School of Architecture and Design (AHO).
16. July 15-18 2012 International Society of Systems Sciences, Annual Meeting, San Jose, CA. Paper: *Toward the Integration of Visual Languages for Systemic Design*.
17. Weigand, K, Jones, PJ, Flanagan, TR. (2010). *Collaborative discovery of the structure of concerns: Understanding and navigating complex problem systems*. Proceedings of ISSS 2010, Waterloo, ON, July 20, 2010.
18. Jones, PH. (2010). Why do senior clinicians ignore CDSS? A case for clinical sensemaking. *Advances in Healthcare Informatics Conference, AHIC 2010*, Waterloo, ON, April, 2010.
19. Jones, PH. (2008). Socialization of practice in a process world: Toward participatory organizations. In *Proceedings of Participatory Design Conference 2008*, Indiana University, Oct 1-4, 2008.

20. Pennefather, P and Jones, PH. (2008). Interpretive collaborative review: Multi-perspectival dialogues to generate collaborative assignments of relevance to information resources in a dedicated problem domain. In *Proceedings of ELPUB2008*, the 12th International Conference on Electronic Publishing. Toronto, June 25-27, 2008.
21. Pennefather, P. and Jones, PH, (2007). Shared critical assessment of health care research evidence through dialogic knowledge building: Finding collective wisdom in collaborative review of the current medical literature. *Proceedings of IKIT Summer Institute 2007*, Toronto, August 8-10, 2007.
22. Jones, PH, Christakis, AN., and Flanagan, TR. (2007). Dialogic design for the intelligent enterprise: Collaborative strategy, process, and action. In *Proceedings of INCOSE 2007*, San Diego, June 25-29.
23. Gardner, D.L., Thomas, R.D, and Jones, P.H. (2006). A multilevel navigation aid for hierarchical structures: an innovation case study and empirical evaluation. *Proceedings of the 50th Human Factors and Ergonomics Society*, San Francisco, (pp. 1452-1456).
24. Jones, PH. (2000). Values conflicts in formal process for managing innovation: Organizational obstacles and affordances for practice. PDC 2000, *Proceedings of the Participatory Design Conference*, 291-295. New York, November 28 - Dec. 1, 2000.

Technical Reports, Non-Refereed Articles

1. Jones, P., Riemer, Manuel, Theriault-Loubier, Gryphon & Spadafore, Brittany. (2022). *Shifting Mindsets for Managing Complexity: A Municipal Case Study*. Project Report. Flourishing Enterprise Institute, Toronto.
2. Van Patter, GK & Jones, P. (2020). Methodology house on fire? In GK van Patter (Ed.). *Rethinking Design Thinking*, 94-120. New York: Humantific Publishing.
3. Jones, P. H. & Dye, K. M. (2016). *4-D Common Operational Picture for Mission Assurance*. Air Force Research Laboratory (AFRL) Autonomy Collaboration, No. AFRL-RY-WP-TR-2016-0156. Dayton, OH: Dialogic Design.
4. Jones, PH. (2009). *Learning the lessons of systems thinking: Exploring the gap between Thinking and Leadership*. *Integral Leadership Review*, IX (4), August.
5. Jones, PH and Holder, W. (2009). *Turning the Page: University of Toronto Libraries eBooks Study*. Ontario Library Association (OLA) Superconference, Toronto, ON. January.
6. Goodman, R., Jones, P.H., Reiss, E., and van Patter, G.K. (2007). *Things You See: Four Views into the Transformation Room*. NextD Journal, 10 (2).
7. Jones, PH. (2005). *Minding your user's business*. ACM interactions, 12 (6), 39-41.
8. Jones, PH. (2005). *Better business with User Experience*. User Experience, 4 (3), 24-25).
9. Jones, P.H. (2004). Knowledge strategy: Aligning knowledge programs to business strategy. ICFAI Journal of Knowledge Management, 2 (2), 9-22.

Scholarly and Professional Activities

Regular speaker at international, scholarly and professional conferences and workshops.

- 2023 Editor in Chief, Founder. *Contexts The Systemic Design Journal*. systemic.design/contexts
- 2023 Founding board member, *Systemic Design Association* (since 2017) systemic.design
- 2023 Since 2019 *Flourishing Enterprise Institute*, partnering with VERiS, Wilfrid Laurier University.
Since 2012, Co-founder and design lead, *Strongly Sustainable Business Model Research Group*, at sLab
- 2022 *Drawdown Toronto*, Co-founder and board member. Drawdown program for community education and systemic action on climate change. Drawdowntoronto.ca Drawdown.org

- 2022 Since 2008 *Design with Dialogue*, Founder and Organizer, Monthly series of public inquiry and education workshops held at OCADU with community of over 700 subscribers *designwithdialogue.com*
- 2022 Since 2013, Co-founder and co-organizer, *Systems Thinking Ontario* monthly seminar series
- 2020 Advisory board and collaborator, *GANE Global Assessment for New Economics*, U York, UK
- 2020 Co-chair, Canadian Society of Ecological Economics (CANSEE) Student Symposium. PI for SSHRC Connections Grant for conference support (\$10,500).
- 2019 *Relating Systems Thinking and Design, RSD8 Symposium*, IIT Institute for Design, Chicago. Chair, Scientific Committee, and Co-chair, Program Committee.
- 2019 Since 2012, Co-founder and co-organizer, *Unify Toronto Dialogues*, Social change and civic dialogue series.
- 2019 July 1-2, 2019 International Society of Systems Sciences, panel (with Dr. Janet McIntyre, Flinders U) and workshop: *Systemic Governance in the Complexity of Authentic Democracy*
- 2019 June 17-19 International Sustainability Transitions Conference: Workshop on Flourishing Business Models *Pathways to Flourishing: Social Enterprise Strategies for Regional Systems Change*
- 2019 Feb and June. Invited member of the Assessment Committee for proposals submitted to the NWO (Dutch Research Council) call and program, *Complexity and Creative Industry*.
- 2019 June 2019, Session co-chair, Association Design Innovation Management: *Design with Foresight: Strategic Anticipation in Design Research*
- 2018 Oct 29, 2018 (RSD7) *Systemic Design Toolkit*. Co-creation with Namahn (Brussels) of reference standard set of methods for systemic design co-design practices, introduction of the toolkit into SFI and DHEA courses.
- 2018 Oct 24-27, 2018. Relating Systems Thinking and Design, RSD7 Symposium, Politecnico Torino. Co-chair and paper: *Evolutionary Stakeholder Discovery: Requisite System Sampling for Co-Creation*
- 2018 Oct 11-12, 2018 Ontario Climate Symposium, OCAD University. Panel organizer/speaker: *Whose Vision, Whose Voice, Whose City?* Two-part research / practice panel, 8 speakers, moderated by Amanda Kennedy.
- 2018 Oct 4-5, 2018 *How Might We?* First Basadur practice conference, The Gym, Procter & Gamble, Cincinnati. Invited workshop: *Design Thinking with Simplicity: As a Design Process*.
- 2018 Sept 20-23, World Beyond War, OCAD University, Toronto: *Designing a World Beyond War: Legalizing Peace*. Conference Co-chair and workshop presenter: *Disrupting the Business Model of War*.
- 2018 Aug 18, 2018, American Society of Cybernetics, Chicago. *It's All in the Timing: Temporal Variety of Horizon Bias*.
- 2018 June 14-16 McConnell Foundation, Institute for the Future. Wasan Island: *System Change: Building the Field*. Invited workshop, attended with Praveen Nahar, National Institute of Design, India
- 2018 Apr 19, 2018, Shaping the Global Health We Want: Debating Future Research Needs, York University, Toronto. Invited discussant: *Prospective Foresight in Health Complexity Contexts*.
- 2018 Mar 27, 2018, Healthy Canada Conference, The Conference Board. *Designing the Future Today* (plenary talk).
- 2018 Feb 26, 2018, Access Alliance, Toronto. *Modes of Design for Healthcare Futures*, invited professional talk.
- 2017 Nov 8-10, London, UK Anticipation 2017. *Assembling Requisite Stakeholder Variety in Foresight Practice* (paper) and *Modes of Foresight in Informing Public Policy and Decision Making* (panel with Ursula Gobel, Karl Schroeder, and Greg van Alstyne)
- 2017 Oct 5-7 Chicago, IL IIT/ID Invited workshop participant, North American Design Research Workshop (founding workshop for DARIA, Design and Research in Americas). Core team member for Design research
- 2017 Oct 18-21, Oslo Co-Chair, RSD6, Relating Systems Thinking and Design 6, Oslo School of Architecture and Design. Panel: *The Possibility for Flourishing: A planetary movement connecting Everybody to Everything*.
- 2017 Oct 16, Oslo Invited workshop. Design for Democracy program, Oslo School of Architecture and Design. *Anticipatory Design for Democratic Worldbuilding*.

- 2017 Sept 14- 17, Stanford CA (US) Medicine X Conference. *Synthesis maps as visual knowledge translation in primary care for the cancer patient's complex lifecycles* (Poster). *Synthesis mapping workshop* (with Prateeksha Singh) <https://medicinex.stanford.edu/conf/submission/view/679>
- 2017 8 April 2017 Innovative Approaches to Optimal Cancer Care in Canada, Canadian Partnership Against Cancer. Sharon Matthias and Jones, P. *Synthesis Maps of Patient Cancer Journeys: A foundation for creating quality, seamless and person-centred patient experience.*
- 2016 Chair, Scientific committee chair and Proceedings Editor. RSD5 Fifth Relating Systems Thinking and Design Symposium. OCAD University & MaRS Discovery District, Toronto. Proceedings systemic-design.net
- 2016 Principal investigator, *Next Generation Future Challenges. Strategy for Imagining Canada's Future 2.0.* Social Science and Humanities Research Council (SSHRC). Direct grant.
- 2016 12-13 March 2016, Invited presentation, 9th annual Workshop on Service Systems Science, Tokyo. *Dialogic Design Methodology: A Translation Science Proposal for Systemic Design*
- 2015 19 Nov 2015 Invited presentation, Dept of Family and Community Medicine, U of Toronto City Wide Research Rounds. *Soft Services: Designing Mental Health and Care as Field of Supports.*
- 2015 10-11 Oct 2015 Invited presentation, DesignX Symposium, Tongji University, Shanghai China. *Student Mental Wellness: A Services Perspective*
- 2015 7 Oct 2015 Professional workshop, Delight Conference, Portland OR . *Lifecycle Service Design for Health*
- 2015 3-8 Aug 2015 Keynote, Workshop & Track lead, International Society for the Systems Sciences Conference, Berlin. Keynote: *Designing Futures for Flourishing* Workshop: *Systemic Design for Social-Ecological Problems*
- 2015 1-4 Sept 2015 Co-chair and presenter, *Relating Systems Thinking and Design (RSD4) Symposium*. Banff Centre for the Arts, Banff, AB Paper: *Can we design for a flourishing society?* Workshop: *Systemic Design as Ecologizing Social Systems* systemic-design.net
- 2015 26 June 2015 Design Jam Facilitator, *Civic Design Camp Toronto*, MaRS Discovery District, Toronto.
- 2015 17-19 June 2015 Urban Ecologies Conference, OCAD University Workshop: *The Flourishing Cities Framework: Systemic Civil Planning for an Urban Business Model*
- 2015 3-8 May 2015 International Conference on the Science of Dialogic Design, Limassol, Cyprus *Bringing Design to Dialogic Design*
- 2015 29 April 2015 Invited lecture, Royal College of Art: *Systemic Design Systems as Theory for Complex Design*
- 2015 21 April 2015 Healthcare design workshop, OCAD University. *How might we inspire community health? Service Design for Health Movements*, with Dr. Rick Botelho
- 2015 17 April 2015 Healthcare Infrastructure Summit, Niagara on the Lake, ON. Invited keynote: *Innovation across System Levels: Human-Centred Services*
- 2014 Oct 15-18, 2014. Co-chair and presenter, *Relating Systems Thinking and Design (RSD3) Symposium*. Oslo School of Architecture and Design (AHO), Oslo, Norway
- 2014 Conference track lead and presenter, International Society of Systems Sciences (ISSS). Paper: *Design Research Methods for Systemic Design: Perspectives from Design Education and Practice*. Washington DC, July 27-31.
- 2014 *World Design and Health Congress*, Toronto, July 8-12, 2014. Paper: *Form Follows (Health) Function: A Human-Centred Service Architecture.*
- 2014 17-20 June 2014 Media Ecology Association Conference, Ryerson University, Toronto. *Technogenic Cultures.*
- 2014 ACM CHI – SIG Human Computer Interaction, Toronto, April 26. Workshop: *HCI Research in Healthcare: Using Theory from Evidence to Practice*. Submission: *Reassembling the Patient in Nursing Workflow.*
- 2014 Feb 15, Keynote, World Information Architecture Day, Washington DC: *Empathy for the Content: Answering Health-Seeking Questions*

- 2013 Nov 14, World Usability Day, *Healthcare: Collaborating for Better Systems*. University Health Network, Toronto: Panel speaker.
- 2013 Oct 31, Conference Board of Canada Summit on Sustainable Healthcare, Toronto. *Redesigning Healthcare: As if your future depended on it*.
- 2013 Oct 9-11, Symposium Co-chair (with Birger Sevaldson, AHO) *Relating Systems Thinking to Design 2*, Oslo European book launch: *Design Research for Human-Centred Healthcare*
- 2013 Oct 9 Workshop organizer, *Relating Systems Thinking to Design 2*, Oslo: *Language Patterns of Systemic Design: Designing with Dialogue*
- 2013 Oct 6-8, Invited member and workshop participant, *OCEAN Design Research Meeting*, Tonsberg, Norway
- 2013 Oct 3, University Health Network, Toronto: Centre for Innovation in Complex Care, Grand Rounds: *A Service Design Approach to Clinical Informatics*
- 2013 July 10, Book Launch, Design for Care: Strategic Innovation Lab, *Design Research for Human-Centred Healthcare*
- 2013 June 21-22, OCAD U, Urban Ecologies: *Innovation for Urban Transilience, Urbanization as a Media Ecology*
- 2013 June 17-22, Wasan Island Dialogues (invited workshop on Canadian Placemaking). Workshop: *Designing Embodiment of Place*
- 2013 June 5, O'Reilly Webinar (500+ online attendees) *Design for Care: Service Design as if We Cared*
- 2013 May 7-10, Presenter, International Training and Symposium, *Structured Dialogic Design*. Crete, Greece.
- 2012 Nov 24 Medlove Conference, User Experience in Healthcare, Berlin. Invited presenter: *Designing for Community as the Source of Care*
- 2012 Oct 12-14 National Coalition of Dialogue and Deliberation, Seattle, WA. Presenter: *Co-Creating Civil Meaning: Mapping Global Influences to Local Decisions*
- 2012 Oct 4-7 Relating Systems Thinking and Design symposium, Oslo School of Architecture and Design (AHO): Invited keynote presenter: *Co-design for Complexity: Deepening Design & Systems Sciences*
- 2012 July 27-29 World Futures Society, Toronto, ON : Workshop with Prof. Suzanne Stein and graduates Cassel, Schroeder, and Resnick: *Escaping the Matrix: Designed Scenario Strategies*
- 2012 July 15-18 International Society of Systems Sciences, Annual Meeting, San Jose, CA. Invited presenter: *The Language/Action Perspective: Concepts, History, & Applications*
- 2012 July 15-18 International Society of Systems Sciences, Annual Meeting, San Jose, CA. Paper presentation: *Toward the Integration of Visual Languages for Systemic Design*
- 2012 Feb 21-25 Fifth Workshop and Symposium on Service Systems Science, Tokyo Institute of Technology. Invited presenter: *Systemic Design for Health Services Innovation*
- 2011 Nov 21-23, Invited faculty workshop with AHO Shaping Futures faculty: *Curriculum and Research Development* workshop with SFI and AHO
- 2011 October 5-7, Oslo School of Architecture and Design (AHO): *Social systems design for complex services*. Organized and delivered graduate workshop in SDD for 25 AHO students, by Prof. Birger Sevaldson
- 2011 May 30, OCADU, Planner, Facilitator: *Ontario Regional Climate Change Consortium: Stakeholder Dialogue*
- 2011 May 10, CHI 2011 Vancouver, Organizer Special Interest Group / Panel session with 4 leading thinkers: *Designing for Whole Systems and Services in Healthcare* Documented on designforcare.com
- 2011 April 11, Healthcare Experience Design conference, Boston: *Creating a Standard of Care for Design*
- 2011 April 7, Synergetics Symposium, SIUC Carbondale (Buckminster Fuller centenary conference) *Collaborating for Complexity: Social Design for Sustainable Innovation*
- 2011 March 22, KMDI and McLuhan Legacy Network community dialogue (U of Toronto) *Transilience: How do we adapt urban living for a changing future?* designwithdialogue.com

2010 Workshop and lecture organizer with Dr. Peter Pennefather, KMDI: Brenda Dervin, *A Conversational Workshop: Sense-making in Collaborative Practice*. Faculty of Information, University of Toronto

2009 OCAD Healthcare Summit, Nov 23-25. Session lead: *Cultural Knowledge and the Healthy Society: A Research & Innovation Summit*

2009 Univ of Cincinnati DAAP, June 2009. *Design Research - Techniques for Transforming the Context*.

2009 January 29, SmartBook Exploration Workshop, Strategic Innovation Lab, Dialogic Design workshop

2007 2007-2009 *Visiting Scholar*, Laboratory for Collaborative Diagnostics, Leslie Dan Faculty of Pharmacy, University of Toronto

2006 Innovation in Software Companies, Chemnitz, Germany. Workshop: *Organizational Values in Innovation*.

2005 CHI 2005, Portland, OR. Workshop Organizer: *Cognition and Collaboration: Analyzing Distributed Community Practices for Design*.

2004 Participatory Design Conference, Toronto, ON. Workshop Organizer: *Exploring Values in Use*

2004 CHI 2004, Vienna. Workshop Co-organizer with Yang Cai: *Ambient Intelligence*

2003 CSAPC 2003, Amsterdam. European Cognitive Ergonomics Association. Workshop Organizer: *Cognition and Collaboration in Complex Processes*

2002 Computer-Supported Cooperative Work, New Orleans, LA. Workshop Organizer: *Analyzing Collaborative Activity: Representing field research for collaboration*

2000 Design Management Institute Academic Conference, Frankfurt, Germany, Nov 2000. *Embedded values in process and practice: Interactions between disciplinary practices and formal innovation processes*.

Participant in numerous other academic and conference workshops, only listing those as organizer or speaker.

Graduate Courses

2012 -2023 Associate Professor, OCAD University, Toronto, ON Faculty of Design

- DHEA 6013 Studio 4: Innovation Studio
- DHEA 6007 Studio 3: Health Systems and Services Studio
- DHEA 6010 Health Systems and Communications 2 (Systemic Design)
- SFIN 6011 Understanding Systems and Systemic Design
- SFIN 6020 Innovation Research Methods (Studio)
- SFIN 6010 The Human Factor
- SFIN 6B10 Social and Participatory Research
- SFIN 6B10 Design Research Methods
- SFIN 6B04 Understanding Systems and Systemic Design
- SFIN 6B09 Systemic Design - Social Systems
- SFIN 6B04 Systemic Design - Understanding Systems

2009- 2011 Sessional Faculty, Ontario College of Art and Design, Strategic Foresight and Innovation Courses designed and taught (or co-taught and co-designed)

- Research Methodologies Studio – Designed course and taught, 2010, 2011
- Social Systems Design – Designed course and taught, 2010-2011
- The Human Factor – Designed course and taught 2009, Lectures in 2011

2007-2009 Visiting Scholar, Leslie Dan Faculty of Pharmacy, University of Toronto
Lectures and workshops to various classes and KMDI

2001 Adjunct Graduate Faculty, Psychology, University of Dayton (Ohio). *Human-Computer Interaction*.

Directed Research Studies

In process (Principal Advisor)

1. Aakash Bhadra (INCD)
2. Alexandra Jaworiwsky
3. Mike Pacione and Nelia Teixeira

Completed MRPs

1. Nam Hoang, MDes SFI. *Making the North, Together: Envisioning makerspaces as systems conveners in the social economy*, 2023
2. Shaun Alfonso, MDes SFI. *Drawing Down Toronto: Examining the Potentiality and Systemic Interactions of 90 Measures to Achieve Municipal Sustainability*, 2023
3. Alexandra Jaworiwsky, MDes SFI. *Organizing in Systems: Using Systems Thinking in Social Movement Organizing*, 2023
4. Grace Yuan, MDes Digital Futures. *MR-Medicine: Improving Telemedicine Video Consultation*, 2022. (Second advisor, with Alexis Morris)
5. Jeremy Vandermeij, Qian Feng, and Suesan Danesh, MDes SFI, *Let's Dance! Applying Innovation Adoption Theory and Human-Centered Design to Get More People Dancing Together with Systems Thinking*, 2022 Geoffrey Evamy Hill, MDes SFI, *Rethinking Economy-Building Video Games*, 2021
6. Ignacio Rebello, MDes SFI, *Shaping Crisis Information - An Approach to Designing Effective Digital Information Dissemination Products (DIDPs) in the Context of a Public Health Emergency*, Dec 2020
7. Emily Krause and Quinn Davidson, MDes SFI, *Creative Capacity: A journey of knowing creative self, building creative confidence, and honing creative craft*, Dec 2020.
8. Zaid Khan, MDes SFI, *Strategic Communications for Systems Change*, April, 2020.
9. David Akermanis, MDes SFI, *The Brand Stack: Using brand systems to diagnose and address systemic barriers to organizational alignment and brand identity*, April, 2020.
10. Adam Oliveira and Navinder Matharu, MDes SFI, *How Mutable is the Future?* Dec 2019.
11. Fran Rawlings, MDes SFI, *Innovating the Practices of Grief*. Dec 2019.
12. Nicole Norris, MDes SFI, *Designing Business Models that Catalyze Strongly Sustainable Enterprises*. Dec 2019.
13. Jananda Lima, MDes SFI, *Visualizing a Narrative through the Eyes of the Marginalized*. April 2019.
14. Nadia Berger, MDes SFI, *Personal Futures: A Pathway for a New Generation of Investors*. April 2019.
15. Tara Campbell and Arianna Lutterman, MDes SFI, *Designing Futures with Care*. April 2019.
16. Merwad Abdullah and Lesley Foulds, MDes SFI, *Practitioner Perspectives on Innovation*. April 2019.
17. Neal Halverson, MDes SFI, OCADU. *Foresight Playback: Innovation and industry clusters*. April 2019.
18. Maziar Balazadehjavidiani, MDes SFI, OCADU, *Wisdom Journalism in the New Media Ecosystem*. April 2018.
19. Ron Memmel, MDes SFI, OCADU, *Transformation of Canadian Manufacturing*. Dec 2017.
20. Macy Siu and Jaime Calayo, MDes SFI, OCADU, *Public Art Futures*. Dec 2017.
21. Pupul Bisht, MDes SFI, OCADU, *Futures of Storytelling*. Dec 2017.
22. Jyotish Sonowal, MDes SFI, OCADU. *The Hospital as a Flourishing Business*. April 2017.

23. Lorraine Randell, MDes SFI, OCADU, *RedesignEd*. April 2017.
24. Ayomide Sami-Orungbe, MDes SFI, OCADU, *Future of Work in Nigeria: Finding Meaning in an Unstable World*. April 2017.
25. Ana Matic, MDes SFI, OCADU. *Microwork: Theory, Models and Mechanics for enabling impact through aggregate action*. Jan 2017.
26. Pansy Lee, MDes SFI, *Tech Needs More Men: To Support Gender Equality*. Dec 2016, Committee Member.
27. Melissa, Daly-Buajitti, MDes SFI. *The (Future) Object of My Affection: Developing Beyond Hookup Culture as a Millennial*. September, 2016.
28. Mary Myers, MDes SFI, *Quadruple Aiming: Exploring the future of employee engagement using the lens of patient-centred care*. April, 2016.
29. Heidi McCulloch, MDes SFI, *Building New Habits for 21 Century Collaboration*. Dec 2015, Committee.
30. Christina Doyle, MDes SFI, *Death Management: A Cultural Exploration in Contemporary Canada*. Dec 2015, Committee Member.
31. William Schindhelm Georg, MDes SFI, *From Bottom of the Pyramid to Bottom Line: Translating User Understanding into Social, Environmental and Business Outcomes*. Sept 2015.
32. Adam Starkman, MDes SFI, *Improving Mental Health Services on Ontario's University and College Campuses by Focusing on the Issues of Accessibility*. Sept 2015.
33. Christine Keene & Mark Singh, MDes SFI, *Embedding Innovation: How Large Organizations Can Succeed at Innovation in the Long Term*. May 2015.
34. George Shewchuk, MDes SFI, *Eloquent Sketching: A visual thinking methodology for shared synthesis*. Sept 2014.
35. Martin Ryan, MDes SFI, *The Social Construction of the "Non-Creative" Identity*. December 2012.
36. Gabe Sawhney, MDes SFI, *Exploring conscious capitalism: Identifying barriers to creating socially-desired value.*, December 2011.
37. Ramtin Lotfabadi, MDes SFI, *Internationalizing a Master of Design Program in Strategic Foresight and Innovation*. September 2011.
38. Karl Schroeder, MDes SFI, *Safety Glass: Presenting Foresight Findings as Fiction*. Sept 2011, Committee
39. John Cassel, MDes SFI, *Addressing Risk Governance Deficits through Scenario Modeling Practices*. Sept 2011.

Non-OCADU Supervision or Examination

1. Loughborough University, External examiner: Simon Downs. *Using Complex Adaptive Systems as an Epistemology for Graphic Communication Design Practice*. Viva held 10 January, 2023.
2. University of Illinois Chicago, School of Public Health. Doctoral committee member, Mikal M Giancola. *Requisite Variety and Resilience among Farmers' Markets after Major Hurricane Ida*. August, 2022.
3. Oslo School of Architecture and Design, PhD application evaluation, for Audun Hay. *Working amid Distrust, Conflict and Difference*. May, 2022.
4. Oslo School of Architecture and Design, PhD application evaluation, for Thomas Slensvik. March 2021.
5. Oslo School of Architecture and Design, Dissertation examiner for Helge Tor Kristiansen. *Design Driven Innovation with a Systems Approach: The case of designing a ship bridge vision*. Feb 2020.
6. Swinburne University of Technology, Ph.D. Design, Ph.D. examiner for Anna Lorenzetto, *Thick Care: Patterning Care in Complexity*. Sept 2019.
7. Politecnico di Torino, Italy, Ph.D. Systemic Design. Ph.D. advisor for Alessandra Savina, *Systemic Design for Health Food Procurement in Healthcare*. May-Nov, 2019.

8. ETS Montreal, Ph.D. examiner for Mohamed Basta, *A Systems Thinking Approach Toward Managing Social Risk and Social Sustainability in the Context of Supply Chains*. Dec 2018.
9. Politecnico di Torino, Ph.D. Systemic Design. Ph.D. examiner for Amina Pereno, *Systemic Design for Sustainable Healthcare. Designing for the treatment of chronic diseases*. August 2017.
10. Emily Carr University of Art and Design, MDes External Examiner for Natalia Franca, Dina Smallman, Emily Ellis, April 2017.
11. Oslo School of Architecture and Design, Dissertation Reader for Sigrun Lurås, Ph.D. Systems-Oriented Design, *Systemic Design Approaches to Designing for and in Complex Contexts*. Nov 2015,

External Research Funding

- 2022 8,000 Sunnybrook Research Institute. Continuation of research in DHEA Circulate studio, and specific project for C-CHANGE website redesign.
- 2020 \$25,000 SSHRC Partnership Engage Grant. Developing decision making in municipal planning to enable recovery, future adaptability and long-term resiliency
- 2020 \$10,500 SSHRC Connections Grant, CANSEE Canadian Society for Ecological Economics Symposium
- 2019 \$25,000 SSHRC Connections Grant, Flourishing Enterprise Institute, Founding Forum. Partnership with VERIS Institute (Wilfrid Laurier University), CI with Dr. Manuel Riemer, Antony Upward
- 2018 \$15,000 Sunnybrook Research Institute, Sponsored Studio for Design for Health: C-CHANGE: Systemic Design for Cardiovascular Health Guidelines / Home Blood Pressure monitoring. (Student cohorts from Systems Studio courses, and 2 GRAs supervised.)
- 2018 \$15,000 Cancer Care Ontario, Sunnybrook Research Institute. *Visual Mapping for Indigenous Cancer Screening Pathways*. (Student team of 4 supervised.)
- 2018 \$95,000 Canadian Partnership Against Cancer (CPAC), Health Design Studio systemic design and mapping of Cancer Diagnosis in Canada. Analysis and engagement with cancer policymakers, Canadian specialists and cancer survivors (patients). *Synthesis Maps for Canadian Cancer Diagnosis*.
- 2016 \$25,000 Social Science and Humanities Research Council. SSHRC Future Challenges Directorate, *Imagining Canada's Future 2.0* (Contracted through sLab to develop foresight framework for SSRHC.)
- 2015 \$14,000, CIHR/OICR Dept Family and Community Medicine, University of Toronto, CanIMPACT Study: *Visual System Design of Primary Care Research in Oncology*
- 2015 \$8750, Ontario Centres of Excellence (SSHRC), *Natural Resources & Energy Futures Open Data Co-laboratory*
- 2012 \$25,000 SSHRC Future Challenges Directorate, *Imagining Canada's Future* Southern Ontario regional panel Dialogic Design Colaboratory (Supervised student team of 4, and consultants)
- 2008 \$60,000 (USD), University of Toronto Library, *Student Experience of eBooks Study* (Sponsored by Springer, Elsevier, Taylor & Francis)

Boards and Organizations

systemic.design

Systemic Design Association, founded 2017 as Norwegian non-profit, an international scholarly association organized as a democratic membership society. Sponsor and owner of the RSD Symposium franchise. (Co-founder and board member)

bouncebeyond.global

Bounce Beyond, International system change advisory (Massachusetts 501c3) to accelerate and develop wellbeing economy initiatives at industry, national, bioregional levels (Co-founder & board member)

flourishinginstitute.net

Flourishing Enterprise Institute, International research group and community of practice formed to produce and promote tools and innovations toward flourishing (strongly sustainable) organizations and cities (Co-founder)

drawdowntoronto.ca

Drawdown Toronto, Regional non-profit based on Project Drawdown, dedicated to community education and local environmental projects (Co-founder & board member)

globalagoras.org

Institute for 21st Century Agoras, community of practice organized to sustain the practices and research in the Christakis Dialogic Design field (Founding board member)

Practice, Projects, and Outreach

Selected projects, Redesign Network and Non-Profit Organizations

- 2022 Science for Peace, Member of Critical NATO Studies group
World BEYOND War, GTA coordinator (Activism)
- 2011 - Unify Toronto co-founder, Co-founder Regenerate Toronto (Drawdown Toronto)
- 2022 Spin-off launched from Unify Toronto
- 2020 Bounce Beyond: Multistakeholder program to discover and build capacity for sustaining new and next economies emerging in municipal, bioregional and peripheral economies. Co-founder and board member
- 2013 - American College of Cardiology and *JACC Journals*: UX research, platform and information design, advising
- 2020
- 2019 City of Brampton, *Institute for Sustainable Brampton*, Strategic planning, engagement and advising
- 2018 City of Mississauga, Dillon Consulting (partner company) *Climate Change Action Plan* (Strategic foresight, visioning workshops, Synthesis mapping, Dialogic design)
- 2017 Dialogic Design International: Consultation and planning for Air Force Research Lab multistakeholder workshops for Human-Centred Autonomy
- 2014 Elsevier Health: Research in patient and safety nursing analytics, patient-centred care
Field research, product design proposals, prototypes and market research: Elsevier Clinical Key
Field research, reports and innovation proposals, Elsevier global medical education
- 2011 Redesign, Inc. (US) Design and Research consulting projects:
Elsevier Health: Clinical residency field research and design concepts
Point of Care clinical decision support - Concept and format design and field research
Organizational learning management system - Design and content
User Experience Audits
Startup design lead: *Cdling* platform for social assessment of early stage startups
- 2011 Dialogic Design International, Strategic Innovation Planning projects:
Dayton, Ohio Air Force Research Lab, Sensors Directorate, Collaborative Planning for 2030
- 2011 Advisor, Ontario Cross-Border Technology Innovation Ecosystem
Advisory team member for Ryerson research project, Established sLab as founding member

Websites and Online References

- designdialogues.com Design Dialogues, Peter Jones design blog and publications, Redesign Network site
- [Systemic Design Association](http://SystemicDesignAssociation) Systemic Design Association platform website (designed with Cheryl May, SFI)
Platform for publishing *Contexts – The Systemic Design Journal*
- [Systemic Design Toolkit](http://SystemicDesignToolkit) Design Journeys book and Systemic Design Toolkit
- CirculateHealth.com DHEA Circulate Studio public site for ongoing design studies with Sunnybrook C-CHANGE
- [Flourishing Enterprise Institute](http://FlourishingEnterpriseInstitute) FEI institute website and C4FE Community of Practice platform
- designwithdialogue.com Design with Dialogue community online