



— Where Education Comes Together —

Co-Creating Training Services Together with Working Life Organizations
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DIACONIA UNIVERSITY OF APPLIED SCIENCES (DIAK)

- Diaconia University of Applied Sciences (Diak) prepares students to become professionals in social care, health care, church community work and interpreting.
- The university contributes to the development of its fields of study at the regional, national and international levels.
- Five campuses located in Finland, 3,000 students and 250 members of staff
- Degree programmes in BA and MA levels, Open University Studies, Specialisation Studies, Continuing Education, Training Services and Research, Development and Innovation Projects



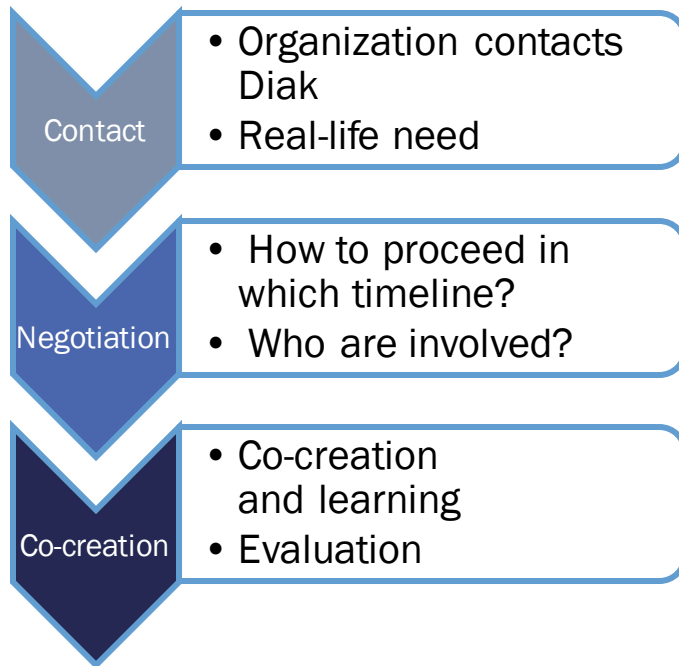
WHAT DO WE MEAN BY TRAINING SERVICES?

- Continuing education for individuals, teams and organizations
- Not leading to a degree, continuous learning services
- Usually tailor-made packages for organizations
- Specialists or senior lecturers as trainers



CO-CREATION WITH WORKING LIFE ORGANIZATIONS

CO-CREATION PROCESS



- Focus on customers and their needs
- Examples of co-created training services
 - 1) Well-being at work challenges
 - tailor-made solutions: lessons, training sessions, workshops etc.
 - 2) Employees need to be able to give injections
 - previously co-created package which can be used in its entirety or partly

DIAK HUB – INCLUSION, CO-CREATION AND COLLABORATIVE LEADERSHIP

- Diak Hub co-creates an ecosystem to tackle wicked problems with social, healthcare and employment services via its Quadruple Helix framework
- Diak Hub unites students and teachers, researchers, service producers and service users to create new knowledge and social innovations
- Our expertise relates to people in challenging or vulnerable situations who need identification of support needs, early intervention and influential encounters in service system
- We research, develop and innovate human-centric, interprofessional and multi-actor solutions and promote collaborative leadership

Diak Hub brings together different actors with three co-creation tools:

1. a Service Integration Design (SiD) collaborative leadership tool for human-centric public social and health care - recognized and recommended tool reforming social and health care services by Finnish Institute for Health and Welfare.

2. 3X10D®-life situation self assessment tool - recognized and recommended tool reforming social and health care services by Finnish Institute for Health and Welfare. OECD´s Observatory of Public Sector Innovation(OPSI) has presented 3X10D® tool case study as a one of the best practice in public service innovations.

3. a Primary impacts tool for evaluating the strengthening of human-centric inclusion and agency.

THANK YOU!

Do not hesitate to contact me if you have any questions.
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