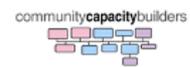


# Understanding the Problem Situation

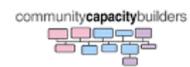


In this lecture we are going to look at understanding the problem situation through experience. Problems can be experienced through lived experience and by apprenticing with a problem.

## Lived Experience

- 'The experience(s) of people on whom a social issue, or combination of issues, has had a direct impact'

Sandhu, 2017, p. 6



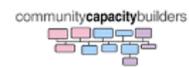
Lived experience in social purpose work is defined as 'The experience or experiences of people on whom a social issue, or combination of issues, has had a direct impact'

Sandhu, 2017, p. 6

## Experts by Experience

- “Social change-makers who seek to use their lived experience to inform the work of social purpose organisations, to drive and lead social change, and/or to drive their social impact work”.

Sandhu, 2017, p. 6



And people who are experts in social purpose work due to their experience have been defined as:

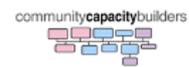
“Social change-makers who seek to use their lived experience to inform the work of social purpose organisations, to drive and lead social change, and/or to drive their social impact work”.

Sandhu, 2017, p. 6

## Benefits of Lived Experience

- Knowledge, insights and wisdom
- Strengthens the legitimacy and accountability of social purpose work
- Improves the effectiveness of existing, and the development of new, services and social change initiatives
- Enhances community cohesion
- Cultivates effective partnerships, action and collaboration
- Allows innovation to flourish

Sandhu, 2017, p. 6



The benefits that have been associated with lived experience in social purpose work include the knowledge, insights and wisdom which come with lived experience.

It has been argued that lived experience is fundamental to the work of all social purpose organisations and social impact initiatives as it:

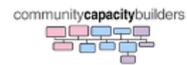
- Strengthens the legitimacy and accountability of social purpose work
- Improves the effectiveness of existing, and the development of new, services and social change initiatives
- It enhances community cohesion
- Cultivates effective partnerships, action and collaboration, and
- It allows innovation to flourish

Sandhu, 2017, p. 6

## Apprenticing with a Problem

- 'first-hand experience, enabling those who did not live a problem to learn about it and develop a deep understanding of its complexity.'

Papi-Thornton, 2016



If you are not an Expert by Experience for the problem that you seek to address, another way you can gain an understanding of your problem is to apprentice with the problem.

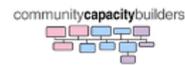
Apprenticing with a problem is defined as a 'first-hand experience, enabling those who did not live a problem to learn about it and develop a deep understanding of its complexity.'

Papi-Thornton, 2016

## Apprenticing with a Problem

- Examples:
  - Working for an organization that is directly addressing the problem, and getting an understanding of the problem and the people who have experienced it directly
  - Undertaking first-person research with a community that is suffering from the problem
  - Undertaking first-person research with one or more organisations that are working to address the problem

Papi-Thornton, 2016



Examples of apprenticing with a problem include:

Spending significant time working for an organization that is directly addressing the problem, and getting an understanding of the problem and the people who have experienced it directly

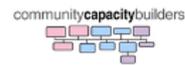
Undertaking substantial first-person research with a community that is suffering from the problem or with one or more organisations that are working to address the problem

Papi-Thornton, 2016

## Understanding the Problem Situation

- Learning about the problem
- Learning about solution efforts
- Identifying the impact gaps

Papi-Thornton, 2016, p. 21



Research has shown that people that have been successful at addressing problems have a thorough understanding of the problem and the solution landscape before they design their initiative.

This involves:

- Learning about the problem
- Learning about solution efforts, and
- Identifying the impact gaps

Papi-Thornton, 2016, p. 21

This is what we will focus on in the next section. In the next section we will use systems mapping to Learn about the problem and solution ecosystems and to identify gaps in effort.

## References

- Papi-Thornton, D. (2016). Tackling heropreneurship. Skoll Centre for Social Entrepreneurship-University of Oxford,(Clare Social Leadership Programme).
- Sandhu, B. (2017). The value of lived experience in social change: The Need for Leadership and Organisational Development in the Social Sector.