

RESUME - DR. IR. MIEKE (M.) VAN DER BIJL-BROUWER

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"I am a researcher, designer and educator in social innovation methods and practices. I believe that if we want to effectively tackle today's complex societal challenges, we need to develop a better understanding of the methods and practices to bring different and relevant ways of knowing together and to design initiatives that enable desired societal change. I have a particular interest and expertise in human-centred design, complex systems thinking, and inter- and transdisciplinary collaboration. I study existing methods and practices, contribute to the advancement of the practice, and share this knowledge through my publications, talks and education."

EDUCATION

- 2012 PhD, University of Twente, the Netherlands (20 Sept. 2012), *cum laude*
- 2001 Master of Science Industrial Design Engineering, Delft University of Technology, *cum laude*

EMPLOYMENT HISTORY

- 2022- present **Founder** – Meerkat Consultancy: training and consultancy in social innovation methods and practices
- 2019- present **Associate Professor – Delft Technology Fellow**, TU Delft, Faculty of Industrial Design Engineering (IDE)
- 2017- 2018 **Senior Lecturer**, University of Technology Sydney, Faculty of Transdisciplinary Innovation
- 2017- 2018 **Co-founder** of Rad Social Design, a social and systemic design agency that supports public sector organisations in addressing complex problems
- April-May 2018 **Visiting International Fellow**, MaRS Solutions Lab, Toronto Canada
- Feb 2018 **Visiting Researcher**, AHO Oslo School of Architecture & Design
- 2016 **Senior Lecturer**, University of Technology Sydney, Design Innovation Research Centre & Faculty of Design, Architecture and Building
- October 2016 **Visiting Lecturer**, Hong Kong Polytechnic University | School of Design (see *Teaching & Education*)
- 2013-2016 **Senior Research Fellow**, University of Technology Sydney | Design Innovation Research Centre
- 2002–2013 **Assistant Professor**, University of Twente, Faculty of Engineering Technology
- 2001-2002 Administrative staff member at the municipality of Delft, the Netherlands
- 2000-2001 Graduation project at Philips Consumer Electronics (mainstream TV Singapore, 9 months)
- 2000 Intern and designer for Vitelec BV, design of medical devices for RSI (6 months)
- 1996-2000 Student assistant at Delft University of Technology: Coordination of first year student mentoring program & organisation national technology competition

PROFESSIONAL TRAINING & DEVELOPMENT

- 2016 Short course 'Feature Writing' (6 x 3hrs), University of Technology Sydney
- 2013-2017 Various modules of the UTS Supervisor Development programme, including 'Doctoral Supervision at UTS', 'Working with Doctoral Students', 'Research Questions and Beginning Writing', and 'Managing the Doctoral Journey' (3hrs each)
- 2013-2014 UTS Academic Leadership for Women programme (3 x 6hrs)

2005 Didactic Training Course for University Personnel (250 hrs): Basic Teaching Qualification for Higher Education

LANGUAGES

Dutch Native speaker
English Fluent (IELTS score 8.5 out of 9)
French, Italian, German Basic Knowledge

ORGANISATION & MANAGEMENT EXPERIENCE

2020 – present Co-founder and co-director of the IDE Systemic Design Lab

2020 – present Lead development of student wellbeing initiatives to innovate our educational system as a response to the COVID19 outbreak in collaboration with Dr. Rebecca Price and other colleagues

2019 – 2021 Chair of the 3-day hybrid symposium Relating Systems Thinking & Design RSD10, 3-6 November 2021

Feb-June 2021 Member of the TU Delft Strategic Response Team for Social Cohesion to respond to the anticipated long-term impact of the COVID19 pandemic on social cohesion within the university.

Mar-June 2020 Member of Student Wellbeing Taskforce of the TU Delft in response to the COVID19-outbreak

2019 – 2020 Member IDE Board of Examiners

2017/2018 Various organisational and management tasks in the UTS Faculty of Transdisciplinary Innovation, including coordinator of the fourth-year team of the Bachelor of Creative Intelligence & Innovation, manager of a Scholarly Teaching Fellow, and academic member of the Dean's Advisory Committee.

2016 Organisation theme session for the Design Research Society conference, June 2016, '*Design Innovation for Society*', in collaboration with Dr. Nynke Tromp from Delft University of Technology.

2015 Lead organisation 'Design Research for the Real World symposium' and 'Designing for the Common Good symposium' at UTS, 9 & 10 November 2015

2014/2016 Project management and team leader of various contract research projects (see below)

2014/2015 Initiation & organisation of weekly research colloquia and monthly 'social innovation'-talks at the UTS Design Innovation research centre

2012 Chair Faculty Board – Faculty of Engineering Technology – University of Twente

RESEARCH PROJECTS & GRANTS

Personal competitive grants

2019 Delft Technology Fellowship 200.000 Euro

2015 UTS Early Career Researcher grant \$20,000 AUD - Design for Society – a study into the practices of contemporary social and public-sector innovation labs

2014 Travel grant from the Ian Potter Foundation \$2,500 AUD

University funded research projects

2020 - present Co-creating the graduation journey – primary investigator in a research & innovation project aimed at student wellbeing & resilience in their master graduation projects. Funded by TU Delft Campus & Study Climate program | 9 months 0.4 FTE researcher, extended with 9 months 0.8 researcher equivalent to ~62.000 Euro

2020 - 2021 The belonging project – primary investigator in a research and innovation project aimed at increasing social connectedness and reducing loneliness amongst young people; coordinated by Ir. Eva Legemaate. Funded by Delft Technology Fellowship (see personal competitive grants)

- 2018 Co-designing a Student Services Hub, For Students by Students – Lead investigator in a research & innovation project aimed at developing a Student Services Hub in partnership with students. Funded by UTS Project Management | \$24,000 AUD
- 2017-2018 A Wellbeing Research & Innovation Hub – co-investigator and lead strategic designer in a research & innovation project aimed at improving the wellbeing of university students and staff, a collaboration with the UTS Faculty of Health, first stage funded by UTS HR and Student Services Units | \$30,000 AUD

Contract research projects

- 2022 Chief investigator: “Lange Termijn Effecten van het IDOLS*-programma, funded by CLICKNL in collaboration with Federatie Creatieve Industrie
- 2020 Co-investigator: “Systemic Design bij het OM”, funded by the Dutch Public Prosecution Service – (with Nynke Tromp).
- 2020 Chief investigator: “Learning together – an impact assessment of the IDOLS* program”, funded by CLICKNL
- 2016 Chief Investigator: “Design for Wellbeing – supporting NSW agencies and organisations to work towards the promotion of wellbeing”, for NSW Mental Health Commission
- 2015 Chief Investigator: ‘Designing a systems response for people with a severe and persistent mental illness’ for Hunter Primary Care Ltd
- 2014 Chief Investigator: ‘Supporting people with severe and persistent mental health problems’, for Hunter Primary Care Ltd

Project funded by competitive grants – team/ consortium

- 2021 Co-investigator – “Fostering Designer Resilience”, Comenius Senior fellowship grant 100.000 Euro. I nominated and supported Dr. Rebecca Price as main applicant of the proposal.
- 2007-2011 Researcher in the IOP-IPCR research project ‘Design for Usability’, a collaboration between Delft University of Technology, the University of Twente, Eindhoven University of Technology, and four consumer product businesses | 1.8 million euros. – Led by Prof. Daan van Eijk

RESEARCH OUTPUTS: PUBLICATIONS & AWARDS

Awards

- 2017 Nomination for Design Studies 2017 best paper award.
- 2015 Reviewers’ Favorite Award, ICED15, International Conference on Engineering Design 2015 (co-author)
- 2013 Reviewers’ Favorite Award, ICED13, International Conference on Engineering Design 2013 (first author)
- 2010 Best presentation award, PhD event Design Research, Egmond aan Zee
- 2007 Best poster award, PhD event, Faculty of Industrial Design Engineering, TU Delft
- 2001 Best Master graduation project Industrial Design Engineering, TU Delft
- 2001 Erkenning Goed industrieel ontwerp (good industrial design award) for NoRsi sensor pen designed at Vitelec BV (2001)

Dissertation

van der Bijl-Brouwer, Mieke: Exploring usability, design for dynamic and diverse use situations, University of Twente, PhD thesis, 2012. (cum laude)

Proceedings

Diehl, JC, Nynke Tromp, and **Mieke van der Bijl - Brouwer**. 2021. "Proceedings of Relating Systems Thinking & Design (RSD10) symposium - Playing with tensions: embracing new complexity, collaboration and contexts in systemic design." Delft: Systemic Design Association.

Journal publications (peer reviewed)

van der Bijl - Brouwer, Mieke. 2022. "Service designing for human relationships to positively enable social systemic change." *International Journal of Design*. 16 (1): 23-34

Goodwill, Maya, **Mieke van der Bijl - Brouwer**, and Roy Bendor. 2021. "Beyond Good Intentions: Towards a Power Literacy Framework for Service Designers." *International Journal of Design* 15 (3): 45-59.

van der Bijl - Brouwer, Mieke, Giedre Kligyte, and Tyler Key. 2021. "A Co-evolutionary, Transdisciplinary Approach to Innovation in Complex Contexts: Improving University Well-Being, a Case Study." *She Ji: The Journal of Design, Economics and Innovation* 7 (4): 565-588.

Kligyte, Giedre, **Mieke van der Bijl-Brouwer**, Jarnae Leslie, Tyler Key, Bethany Hooper, and Eleanor Salazar. 2021. "A Partnership Outcome Spaces framework for purposeful student–staff partnerships." *Teaching in Higher Education: 1-19*. DOI: 10.1080/13562517.2021.1940924

Van der Bijl-Brouwer, Mieke & Rebecca Price. "An adaptive and strategic human-centred design approach to shaping pandemic design education that promotes wellbeing". *Strategic Design Research Journal* vol. 19 (1): p102-113, 2021.

Van der Bijl-Brouwer, Mieke & Bridget Malcolm. "Systemic Design Principles in Social Innovation – A study of expert practices and design rationales", *She Ji: The Journal of Design, Economics and Innovation* vol. 6 (3): p386-407, 2020.

Baumber, Alex, Giedre Kligyte, **Mieke van der Bijl - Brouwer**, and Susanne Pratt. "Learning Together: A Transdisciplinary Approach to Student-Staff Partnerships in Higher Education." *Higher Education Research & Development, 2020*.

Kligyte, Giedre, Alex Baumber, **Mieke van der Bijl - Brouwer**, Cameron Dowd, Nick Hazell, Bem Le Hunte, Marcus Newton, Dominica Roebuck, and Susanne Pratt. "'Stepping in and Stepping Out': Enabling Creative Third Spaces through Transdisciplinary Partnerships." *International Journal for Students as Partners* vol. 3(1): p5-21, 2019.

Van der Bijl-Brouwer, Mieke. "Problem Framing Expertise in Public and Social Innovation", *She Ji: The Journal of Design, Economics and Innovation* vol. 5 (1): p29-43, 2019.

McPhee, Chris, Bliemel, Martin & **van der Bijl-Brouwer, Mieke**. "Editorial, Transdisciplinary Innovation", *Technology Innovation Management Review* vol. 8(8), 2018

Zafeirakopoulos, Mariana, and **Mieke van der Bijl-Brouwer**. "Exploring the Transdisciplinary Learning Experiences of Innovation Professionals", *Technology Innovation Management Review* vol. 8(8), 2018

Van der Bijl-Brouwer, Mieke. "Designing for Social Infrastructures in Complex Service Systems: A Human-Centred and Social Systems Perspective on Service Design", *She Ji: The Journal of Design, Economics and Innovation* vol. 3 (3), 2017.

Van der Bijl-Brouwer, Mieke & Kees Dorst. "Advancing the Strategic Impact of Human-Centred Design", *Design Studies* vol. 53 (November 2017): p1-23, 2017

Van der Bijl-Brouwer, Mieke, and Mascha van der Voort. "Establishing Shared Understanding of Product Use through Collaboratively Generating an Explicit Frame of Reference." *CoDesign*, vol. 10 (3-4): p 171-190, 2014.

Van der Bijl-Brouwer, Mieke, and Mascha van der Voort. "Understanding Design for Dynamic and Diverse Use Situations." *International Journal of Design*, vol. 8 (2): p 29-42, 2014.

Van der Bijl-Brouwer, Mieke and Mascha van der Voort. "Participatory Scenario Generation: Communicating Usability Issues in Product Design through User Involvement" in *Design Principles & Practices, An International Journal*, vol 3 (1), p 269-288, 2009

Van der Bijl-Brouwer, Mieke and Mascha van der Voort: "Designing for Dynamic Usability: Development of a Design Method that Supports Designing Products for Dynamic Use Situations", in *Design Principles and Practices: An International Journal*, vol. 2 (1), p 149-157, 2008

Book chapters

Van der Bijl-Brouwer, Mieke, and Mascha van der Voort. "Exploring Future Use: Scenario Based Design." in *Advanced design methods for successful innovation; Recent methods from design research and design consultancy in the Netherlands*. Cees de Bont, Elke den Ouden, Rick Schifferstein, Frido Smulders & Mascha van der Voort (Editors), Design United, 2013

Van der Bijl-Brouwer, Mieke. "Guidelines to Design for Dynamic and Diverse Use Situations; Exploring the Who, Where and Why of Product Use." in *Design for Usability, Methods & Tools; a practitioner's guide*. Jasper van Kuijk & Roger Staats (Editors), IOP IPCR research project, 2012

Boess, Stella, **Mieke van der Bijl-Brouwer** & Christelle Harkema: "Envisioning Use; A Workshop Technique to Share Use-Related Knowledge in Product Development Teams." In *Design for Usability, Methods & Tools; a practitioner's guide*. Jasper van Kuijk & Roger Staats (Editors), IOP IPCR research project, 2012

Conference papers and presentations (peer reviewed)

van der Bijl - Brouwer, Mieke. 2022. "Design, one piece of the puzzle – a conceptual and practical perspective on transdisciplinary design." Paper accepted for presentation at DRS2022, Bilbao, 25June-3July 2022.

Kim, Ahmee, **Mieke van der Bijl - Brouwer**, Ingrid Mulder, and Peter Lloyd. 2022. "A study on strategic activities to foster design practices in a local government organization." Paper accepted for presentation at DRS2022, Bilbao, 25June-3July 2022.

Van den Bergh, Marie, **Mieke van der Bijl - Brouwer**, and Rebecca Price. 2022. "A community-based learning program to improve wellbeing and design student success." Paper accepted for presentation at DRS2022, Bilbao, 25June-3July 2022.

Kim, Ahmee, **Mieke van der Bijl - Brouwer**, Ingrid Mulder, and Peter Lloyd. 2021. "A document-based method to study the evolution of design practices in public organisations." IASDR2021 the ninth Congress of the International Association of Societies of Design Research, Hong Kong (online).

Van der Bijl – Brouwer, Mieke. 2020. "Designing to facilitate and enrich human relationships for complex societal challenges". Presentation at ServDES2020 conference, 1-5 February 2021, Melbourne, Australia (online).

van der Bijl - Brouwer, Mieke, Tyler Key, Giedre Kligyte, Bridget Malcolm, Clementine Thurgood, and Prasuna Reddy. 2020. "Improving wellbeing in universities - a transdisciplinary systems change approach." Proceedings of Relating Systems Thinking and Design (RSD8) 2019 Symposium, Chicago, October 13-15 2019.

van der Bijl - Brouwer, Mieke, Rebecca Price, Frithjof Wegener, and Frido E. Smulders. 2019. "Introduction: Strengthening the Design Capabilities of Professional Organisations in a Complex World." Conference proceedings of the academy for design innovation management - Research perspectives in the era of transformations, London, 19-21 June.

Kim, Ahmee, and **Mieke van der Bijl - Brouwer**. 2019. "Understanding the current practice of design in government." Conference proceedings of the academy for design innovation management - Research perspectives in the era of transformations, London, 19-21 June 2019.

Van der Bijl-Brouwer, Mieke & Malcolm Bridget. "Design expertise in public and social innovation" in C. Storni, K. Leahy, M. McMahon, P. Lloyd and E. Bohemia. (eds), Proceedings of DRS 2018 International Conference, DRS 2018 - Design as a catalyst for change. Limerick, Ireland: Design Research Society. 2018.

Van der Bijl-Brouwer, Mieke. "The Power of Trust and Motivation in a Designing Social System". In B. Sevaldson (Ed), Proceedings of Relating Systems Thinking and Design (RSD6) 2017 Symposium, Oslo, Norway: Systemic Design Research Network. 2017

Van der Bijl-Brouwer, Mieke. "The what, how, and who of social service design". In Bohemia, E., De Bont, C. & Svengren Holm, L. (Eds) the Design Management Academy - Research Perspectives on Creative Intersections. Hong Kong: The Design Research Society. 2017

Van der Bijl-Brouwer, Mieke. "Designing Social Infrastructures for Complex Service Systems" in P. Jones (Ed), Proceedings of Relating Systems Thinking and Design (RSD5) 2016 Symposium, Toronto, Canada: Systemic Design Research Network. 2017

Malcolm, Bridget & **Van der Bijl-Brouwer, Mieke**. "Developing a Systemic Design Practice to Support a Regulatory Agency in Addressing Complex Problems" in P.Jones (Ed), *Proceedings of Relating Systems Thinking and Design (RSD5) 2016 Symposium*, Toronto, Canada: Systemic Design Research Network. 2017

Van der Bijl - Brouwer, Mieke. "The challenges of human-centred design in a public sector innovation context." In P. Lloyd & E. Bohemia (Eds.), *Proceedings of DRS2016 International Conference: Future-Focused Thinking (Vol. 6, pp. 2149-2164)*. Brighton, UK: The Design Research Society.2016

Tromp, Nynke, & **van der Bijl - Brouwer, Mieke**. "Introduction: Design Innovation for Society". In P. Lloyd & E. Bohemia (Eds.), *Proceedings of DRS2016 International Conference: Future-Focused Thinking (Vol. 6, pp. 2143-2148)*. Brighton, UK: the Design Research Society. 2016

Van der Bijl - Brouwer, Mieke, Lucy Kaldor, Rodger Watson, and Véronique Hillen. "Supporting the Emerging Practice of Public Sector Design Innovation." In *Proceedings of Interplay 2015 IASDR Congress*, p2156-2172. Brisbane, Australia: QUT, 2015.

Pee, Suat Hoon, Kees Dorst, and **Mieke van der Bijl - Brouwer**. "Understanding Problem Framing through Research into Metaphors." In *Proceedings of Interplay 2015 IASDR Congress*. Brisbane, Australia: QUT, 2015.

Dijkstra, Minke, **Mieke van der Bijl - Brouwer**, Geke Ludden, and Willem Mees van der Bijl. "Innovation in the Medical Design Industry through the Use of Thematic Framing." In *Proceedings of Interplay 2015 IASDR Congress*. Brisbane, Australia: QUT, 2015.

Van der Bijl - Brouwer, Mieke, and Rodger Watson. "Designing for the Deepest Needs of Both Public Service Consumers and Providers; Innovation in Mental Health Crisis Response." In *Proceedings of the 20th International Conference on Engineering Design (ICED15)*. Milan, Italy: The Design Society, 2015.

Thurgood, Clementine, Kees Dorst, Sam Bucolo, **Mieke van der Bijl - Brouwer**, and Pieter Vermaas. "Design Innovation for Societal and Business Change." In *Proceedings of the 20th International Conference on Engineering Design (ICED15)*. Milan, Italy: The Design Society, 2015.

Van der Bijl - Brouwer, Mieke, and Kees Dorst. "How Deep Is Deep? A Four-Layer Model of Insights into Human Needs for Design Innovation." In *Proceedings of the Colors of Care: The 9th International Conference on Design & Emotion*, edited by J. Salamanca, P. Desmet, A. Burbano, G. Ludden and J. Maya, 280-87. Bogotá: Ediciones Uniandes, 2014.

Van der Bijl-Brouwer, Mieke and Sam Bucolo: "The learning needs of small and medium-sized enterprises for design led innovation." in *proceedings of the Design Research Society conference*, 16-19 June 2014, Umeå, Sweden, 2014

Van der Bijl-Brouwer, Mieke and Mascha van der Voort: "Thinking and Exploring Use Situations." In *Proceedings of IASDR2013, Consilience and innovation in design - 5th International Congress of International Association of Societies of Design Research*, 26-30 August 2013, Tokyo, 2013

Boess, Stella and **Mieke van der Bijl-Brouwer**: "Designer-centred design research", in *Proceedings of IASDR2013, Consilience and innovation in design - 5th International Congress of International Association of Societies of Design Research*, 26-30 August 2013, Tokyo, 2013

Van der Bijl-Brouwer, Mieke, Pieta van der Molen & Mascha van der Voort, "Designing on the road: exploring the who, where, and why of individual mobility devices", in *proceedings of the 19th International Conference on Engineering design; Proceedings Volume DS75-01: Design for Harmonies*, 19-22 August 2013, Seoul, 2013

Eggink, Wouter and **Mieke van der Bijl-Brouwer**: "Grading efficiency in design, *proceedings of the international conference on engineering and product design education*", 6 & 7 September 2012, Artesis University College, Antwerp, Belgium, 2012

Van der Bijl-Brouwer, Mieke, Stella Boess & Christelle Harkema: "What do we know about product use? A technique to share use-related knowledge in design teams", *proceedings of IASDR2011, 4th World conference on design research*, 30 Oct - 4 Nov, TU Delft, the Netherlands, 2011

Van der Bijl-Brouwer, Mieke: Exploring design for dynamic use, *proceedings of the international conference on engineering and product design education*, 8 & 9 September 2011, City University, London, UK , 2010

Van der Bijl-Brouwer, Mieke and Stella Boess: "From remembering to envisioning product use: an informal design technique", *proceedings of the 7th International Conference on Design & Emotion, October 4-7 2010, Spertus Institute, Chicago* , 2010

Van der Bijl-Brouwer, Mieke and Wouter Eggink: “Dynamics and diversity in use, implications for aesthetics and usability”, *proceedings of the international conference on engineering and product design education, 2 & 3 September 2010, Norwegian university of Science and Technology, Trondheim, Norway*, 2010

Eggink, Wouter and **Mieke van der Bijl-Brouwer**: “A multidisciplinary framework for (teaching) human product relations”, *proceedings of the international conference on engineering and product design education, 2 & 3 September 2010, Norwegian university of Science and Technology, Trondheim, Norway*, 2010

Boess, Stella and **Mieke van der Bijl-Brouwer**: “Small usability techniques” in *Proceedings of the Design for Usability symposium, 12th of November 2009, Delft University of Technology, the Netherlands*, 2010

Van der Bijl-Brouwer, Mieke and van der Voort, Mascha C.: “Strategies to design for dynamic usability” in *Proceedings of IASDR2009 Design Rigor & Relevance*, Oct. 18-22, Seoul, Korea, 2009

Brouwer, Mieke and Mascha van der Voort: “Design for dynamic use situations” in *Wonderground international conference proceedings. November 1-4, 2006, Lisbon, Portugal.*, 2006.

Reports

Van der Bijl-Brouwer, Mieke, Marie van den Bergh, Eva Legemaate en Jotte de Koning. “Sociale innovatie met de culturele en creatieve sector – een onderzoek naar de waarde van en samenwerking binnen IDOLS*”. Report for ClickNL. November 2020

Bruns Alonso, Miguel, **Mieke van der Bijl-Brouwer**, Paul Hekkert, Caroline Hummels, Jos Kraal, Kees Krul, Geke Ludden, Tom van der Horst, Linda Rindertsma, Paul Rutten, Nynke Tromp. “Sleutelmethodeën (KEMs) voor missiegedreven innovatie”. Research Agenda as part of the KIA (Knowledge & Innovation Agenda) for Key Enabling Technologies 2020-2023, June 2020

Malcolm, Bridget, Tyler Key, **Mieke van der Bijl-Brouwer**: “A Healthy and Happy University – Supported by a Wellbeing Research and Innovation Network”. Report for the University of Technology Sydney. November 2018

Van der Bijl-Brouwer, Mieke, Clementine Thurgood, and Lucy Klippan: “Design for Wellbeing – Supporting NSW agencies and organisations to work towards the promotion of wellbeing”. Report for the NSW Mental Health Commission. September 2016

Van der Bijl-Brouwer, Mieke, Lucy Klippan and Rodger Watson: “Designing a systems response for people with a severe and persistent mental illness”, report for Hunter Partners in Recovery, July 2015.

Van der Bijl-Brouwer, Mieke, and Rodger Watson: “Co-creating change: innovation for a complex problem”, report for Hunter Partners in Recovery, December 2014

OTHER RESEARCH CONTRIBUTIONS

Doctoral & Master by Research student supervision

I am supervising/have supervised 7 PhD students and one Master by Research students:

Review & assessment panels for research students

I have been (invited to be) part of the assessment panels of PhD candidates and Master by Research students across various international universities including Delft University of Technology, Erasmus University Rotterdam, Oslo School of Architecture and Design, University of Leuven, University of Twente, University of Technology Sydney, Federation University Australia, and Aalborg University.

Editing and peer review of academic publications

I reviewed and edited the proceedings of the Relating Systems Thinking & Design symposium RSD10 which was held November 2021 at TU Delft, and of which I was the chair.

I led and guest edited a track on ‘*Strengthening the design capability of professional organisations in a complex world*’ at the Academy for Design Innovation Management, June 2019 at Loughborough University (6 papers published + an editorial paper).

I guest edited the special issues on 'Transdisciplinary Innovation' of the journal Technology Innovation Management Review (volume 8, issue 8, 2018) in collaboration with Martin Bliemel and editor Chris McPhee. (11 abstracts submitted, 6 articles accepted and published).

I guest edited a track on 'Design Innovation for Society' with Nynke Tromp at the Design Research Society conference 2016 in Brighton (20 submitted articles, 9 accepted, published and presented at the conference over two sessions).

I have reviewed papers for the leading design research Journals, including Design Studies, CoDesign: International Journal of CoCreation in Design and the Arts; She Ji: The Journal of Design, Economics and Innovation; ASME Journal of Mechanical Design; Design Science: An International Journal; Journal of Engineering Design Special Issue on User Experience; Research in Engineering Design; Design Principles and Practices: An International Journal.

I frequently review articles for the leading design research conferences including the DRS Design Research Society biennial conference, the International Conference on Engineering Design (ICED) biennial conference, the International Association of Design Research Societies (IASDR) – biennial conference, and the Relating Systems Thinking and Design (RSD) annual conference.

Professional memberships

I am a member of the Design Research Society, and the Systemic Design Association.

EXTERNAL ENGAGEMENT (ACADEMIC & INDUSTRY)

Advisory boards, review panels & juries

- June 2021 - Member Advisory Board OpenEmbassy, a social enterprise that strives to support a swift, seamless and dignified process of integration for newcomers in the Netherlands.
- Oct 2020 - Member Methodology Taskforce of the Convergence Resilient Delta Initiative, which strives for convergence between knowledge institutes in the urban delta (EUR, ErasmusMC and TU Delft) and between academia and the societal ecosystem (the Rotterdam urban delta region).
- Feb 2020 – External member scientific advisory board 'Impact at the core' educational renewal Erasmus University Rotterdam
- Feb 2018 External advisor Transdisciplinary master insert Responsible Futures, University of Twente
- Oct 2016 External expert member of the Programme Review Committee of the BA (Hons) in Social Design, Hong Kong Polytechnic University
- May 2016 Jury member 'Guangzhou Designathon on the promotion of HIV testing', Guangzhou, Social Entrepreneurship for Sexual Health | 12-13 May 2016
- Dec 2015 Member of Recommendation Panel for the Liveable Communities Grants program (\$2,000,000 funding for community initiatives) – NSW Family and Community Services

Invited (key note) lectures & panel discussions

- 14/04/2022 Invited keynote speaker for 4TU.Centre for Engineering Education conference. Keynote title: "Student-staff partnerships in challenge-based education" – Delft, the Netherlands.
- 24/07/2021 Invited lecture at Surplus Masterclass for senior managers in the healthcare sector "Ontwerpen voor complexiteit" – Breda, the Netherlands.
- 06/07/2021 Invited keynote speaker about transdisciplinary design at "Transdisciplinary Engineering Conference TE2021" – Bath UK/ Online
- 02/06/2021 Invited panel member for the Dutch Social Design Showdown, with Prof. Paul Hekkert and Anna Noyons about "knowledge sharing in social design".
- 10/11/2020 Invited panel member for webinar 'Design en complexiteit' organized by GovLab010 and Erasmus University Rotterdam Governance Design Studio
- 5/11/2020 Invited panel member for TU Delft education day with theme "Expanding our educational horizons – navigating through the fog"

- 03/06/2020 Invited keynote speaker at Imagineering expedition for Surplus (Dutch care organization) *“Ontwerpen en framen” & “Hoe framen ontwerpers?”*
- 06/02/2020 Keynote at 7th Creative Industries Seminar – *Impact through design research, our role and responsibility towards a society and transformation*
- 26/10/2019 Keynote at Service Design Days challenge day at DDW – Systemic design – *How to use systems thinking and design to tackle complex societal challenges*
- 25/09/2018 Invited speaker & panel member for the Social Design Sydney Community – *Systemic design for systems change*. Panel with Tim Thompson
- 15/08/2018 Panel member at ‘DISCO’ public event at UTS Design Innovation Research Centre, Sydney – *Developing learning environments to deal with change*
- 07/08/2018 Lunch talk for design company Today, Sydney/Melbourne – *Transdisciplinarity, Creative Intelligence, and Design*
- 31/07/2018 Thought leadership talk for the Victorian Public Sector Innovation branch, Department of Premier & Cabinet, Melbourne – *Learning to design and innovate in a complex world*
- 24/05/2018 Invited speaker ‘lunch & learn’ at City of Edmonton, Canada – *Building capacity for social innovation*
- 22/05/2018 Public lecture & workshop with Claire Buré at sLab, OCAD University, Toronto, Canada – *Designing together for complexity*
- 14/05/2018 Public lecture ‘lunch & learn’ at MaRS Discovery District, Toronto, Canada – *Learning to design for complexity – the role of framing*
- 05/04/2018 Invited speaker for ‘Social Innovators Sydney’ – *Learning to design for complexity*
- 05/03/2018 Invited speaker at department of design, AHO, Oslo, Norway – *Transdisciplinary Innovation & Creative Intelligence*
- 1/12/2017 Invited speaker for ‘Club Blac’, Melbourne, an Australian network of academics and professionals interested in systemic design in the health context.
- 02/06/2017 Invited speaker for the ‘Vivid Dare to Design Our Health Future’ workshop, Sydney
- 01/06/2017 Invited public lecture for the first NSW Policy Lab forum organised by the NSW Department of Finance, Service and Innovation
- 23/03/2017 Panel member Design Salon Meld Studio Sydney – “we can’t do this alone: transdisciplinary ways of working”, with Martin Stewart-Weeks, and Agata Imielska
- 05/03/2017 Panel member Social Design Sydney event on Design & Policy with Andrea Siodmok (UK Policy lab) & Leisa Reichelt (Digital Transformation Office)
- 25/10/2016 Keynote lecture at the Designing Health conference – Insights from design thinking, operations research and systems thinking, Adelaide - *Frame Creation & Human-Centred Innovation*
- 24/03/2016 Public lecture at Kennisland, Amsterdam - *Contemporary social innovation practices*
- 18/03/2016 Public lecture at MindLab, Copenhagen - *Human Centred Innovation*
- 15/03/2016 Keynote lecture at Kingston University, London for London Doctoral Design Centre - *Design research in the real world*
- 05/11/2015 Member of closing panel of IASDR 2015 – International Association of Design Research Societies conference - Brisbane
- 24/02/2015 Presentation at PIR and Systems Change Forum, creating sustainable change in NSW– NSW Partners in Recovery - *Radical innovation for a complex problem: an innovation approach for Hunter PIR*

Other presentations and workshops

- 9-17 Oct 2020 Co-facilitation of three workshops at the online Relating Systems Thinking and Design conference.

- 20/11/2015 Presentation at SAHRT symposium 'Toward Best Practice in Integrated Care: celebrating successes, confronting challenges' – Sydney Alliance for Healthcare, Research & Teaching - *Designing a systems response for people with a severe and persistent mental illness*
- 10/11/2015 Presentation at the Designing for the Common Good symposium – UTS - *Collaboratively supporting people with a severe and persistent mental illness*

Industry & Social Impact: capability building, design workshops & strategic meetings

Outside my contract research projects my work has impacted society and industry through the design and delivery of various capability building initiatives, workshops and meetings.

- Facilitation of 1-day training on 'Framing in Social Innovation' for OpenEmbassy (April 2022)
- Facilitation of IDE master class on 'Design for Complexity' with Jotte de Koning and Nynke Tromp (March 2022, sold out)
- Facilitation of IDE master class on 'Design for Complexity' with Jotte de Koning (December 2020)
- Facilitation of Frame Innovation workshop for Dutch design practitioners and scholars (August 2019)
- Facilitation of 'worldview' workshop for the Australian Defence Force at UTS Design Innovation Research Centre (September 2018)
- Facilitation of a one-day Frame Creation Master Class for the 'Aurecon Design Academy' – a group of senior international construction engineers employed by Aurecon. (Nov 2017)
- Facilitation of a training workshop on 'Prototyping and solution testing' for NSW Agency for Clinical Innovation – Centre for Healthcare Redesign. (May 2016)
- Facilitation of one-day Systemic Design training workshop for NSW Agency for Clinical Innovation. (April 2015)
- Facilitation of one-day Frame Creation Master Classes for three cohorts of the NSW Public Service Commission Innovation Leadership group; Facilitation in UTS Creative Intelligence labs series 2 & 3; Facilitation in short course for NSW Family & Community Services. (2013-2015)
- Lead development & delivery Frame Creation master class for TAFE Strategy & Finance. (2014)
- Development & delivery of one-day modules for various Design-Led Innovation programs for Small and Medium-sized Enterprises, funded by the South Australian department of DMITRE & the Commonwealth Scientific and Industrial Research Organisation, with Prof. Sam Bucolo. (2013 & 2014)

I have facilitated workshops at various professional network events including:

- Facilitation of a design workshop for the "Collaborate for Mental Health" Initiative – Sydney (June 2017)
- Facilitation of a design workshop for the International Initiative for Mental Health Leadership conference – Sydney (Feb 2017)
- Facilitation of a workshop on 'Frame Creation' at the Designing Health conference - Adelaide
- Facilitation of 'Envisioning Use'-workshop for IDE Connect networking event for the design sector at design agency IDE group in Sydney. (July 2014)

I have facilitated the following meetings and workshops aimed at developing collaborative innovation initiatives and strategies:

- Facilitation of the Collective NSW Strategy day (Nov 2014)
- Facilitation of Roundtable discussion on Homelessness organised by the Collective NSW (Sep 2014)
- Facilitation of 'Victims of Crime' design workshop for the NSW Department of Justice (Jun 2014)

Invited interviews

November 2020 Podcast for UK Treasury Department about "design and complexity" by University College London – School of Public Policy

January 2021 Video interview Unlocking ... educators of TU Delft: <https://www.youtube.com/watch?v=KYxbU-e4lCw&list=PLVaU1SY38TUX7JD0g2vcK8UD64OrljfW&index=1>

TEACHING & EDUCATION

Programme Development

2022	Member of curriculum revision team MSc Strategic Product Design TU Delft
2016 - 2018	Lead development & Coordination third & fourth year of the Bachelor of Creative Intelligence and Innovation (BCII) UTS
2015 - 2016	Lead development (including internal accreditation) of the Graduate Certificate in Public Sector Innovation UTS Faculty of Design, Architecture & Building
2012 - 2013	Member of Curriculum Committee BSc Industrial Design Engineering (University of Twente)

Subject/ Course Development

2022	Lead development of elective Designing for Complexity elective subject master IDE, 3ECTS
2020-	Co-development of Design Project 4 'Designing for Society core subject new bachelor IDE, 330 students, 10ECTS
2019/2020	Co-development and coordination of course 'Design Theory & Methodology' core subject IDE masters, 360 students, 3ECTS
2017/2018	Lead development of subject 'Professional Practice at the Cutting Edge core subject in BCII year 4
2017	Lead development, coordination and delivery of subject 'Innovation Capstone Research & Development' core subject in BCII year 4
2016	Lead development & delivery of subject 'Initiatives & Entrepreneurship' core subject in BCII year 3
2016 - 2017	Lead development & delivery of subject 'Leading Innovation' core subject in BCII year 3
2016	Visiting Lecturer at Hong Kong Polytechnic University to deliver a workshop on Frame Creation for the Executive Master in Innovation Leadership and the Executive Master in Digital Leadership
2010 - 2012	Lead development & delivery of subject 'Design for Dynamic Use' Elective in Master Industrial Design Engineering
2008 - 2012	Lead development & delivery of subject 'Project IDEE' Core studio project in first year BSc Industrial Design Engineering
2004 - 2012	Lead development & delivery of subject 'Scenario Based Product Design' Elective in Master Industrial Design Engineering

Teaching & course coordination

2021-present	Co-coordination of Design Project 4 – Designing for Society – BSc Industrial Design Engineering
March 2022	Guest lecturer Politecnico di Milano – Product Service System Design – “Designing for Human Relationships: Enabling Systemic Change in Complex Contexts”
Nov 2021	Guest lecturer PhD course “System engagements in service and design research” Linköping University, Sweden – “Systemic Design Principles in Social Innovation”
June 2021	Guest lecturer PhD summer school Politecnico di Torino – “Systemic Design Principles in Social Innovation”
2019-present	Lecturer and coach in various subjects in the Bsc Industrial Design Engineering and the Msc Strategic Product Design.
2019-present	Guest lecturer in Transdisciplinary Master insert Shaping Responsible Futures University of Twente
2017	Lecturer in subject 'Complexity & Creativity' Core Subject UTS BCII year 2
2015 - 2016	Lecturer & Tutor in subject 'Design Thinking in Integrated Product Design' Core Subject in UTS Bachelor Integrated Product Design
2009 - 2012	Lecturer in subject 'Human-Product Relations' Core subject in BSc Industrial Design Engineering (IDE) year 2, University of Twente (UT)

- 2002 - 2012 Tutor in studio design projects within the UT BSc IDE, total 10-20 student teams/year: KOP (1st year foundational studio project), Project Productrealisatie (1st year project on construction), Project SMART (1st year project on smart products), project O (2nd year project on human-centred design), project K (2nd year project on manufacturing)
- 2003 - 2008 Coordinator of subject 'Project 2a' | Core studio subject in UT BSc IDE year 1
- 2002 - 2008 Lecturer in subjects Ergonomics 1 & Ergonomics 2 | Core subjects in BSc IDE year 1 and 2
- 2002 - 2004 Coordinator of three subjects in sketching for BSc IDE

Individual Student Coaching & Supervision

- 2019-present Supervision of graduation students MSc Design for Interaction & MSc Strategic Product Design, and MSc Integrated Product Design, ~7 students per year
- 2008 - 2012 Student Coach for BSc Industrial Design Engineering (10-20 students/ year)
- 2006 - 2012 Supervision of 15+ completed graduation students (45 European CP) MSc Industrial Design Engineering, University of Twente
- 2004 - 2012 Supervision of 20+ graduation students BSc (20 European CP) Industrieel Ontwerpen (Industrial Design), University of Twente