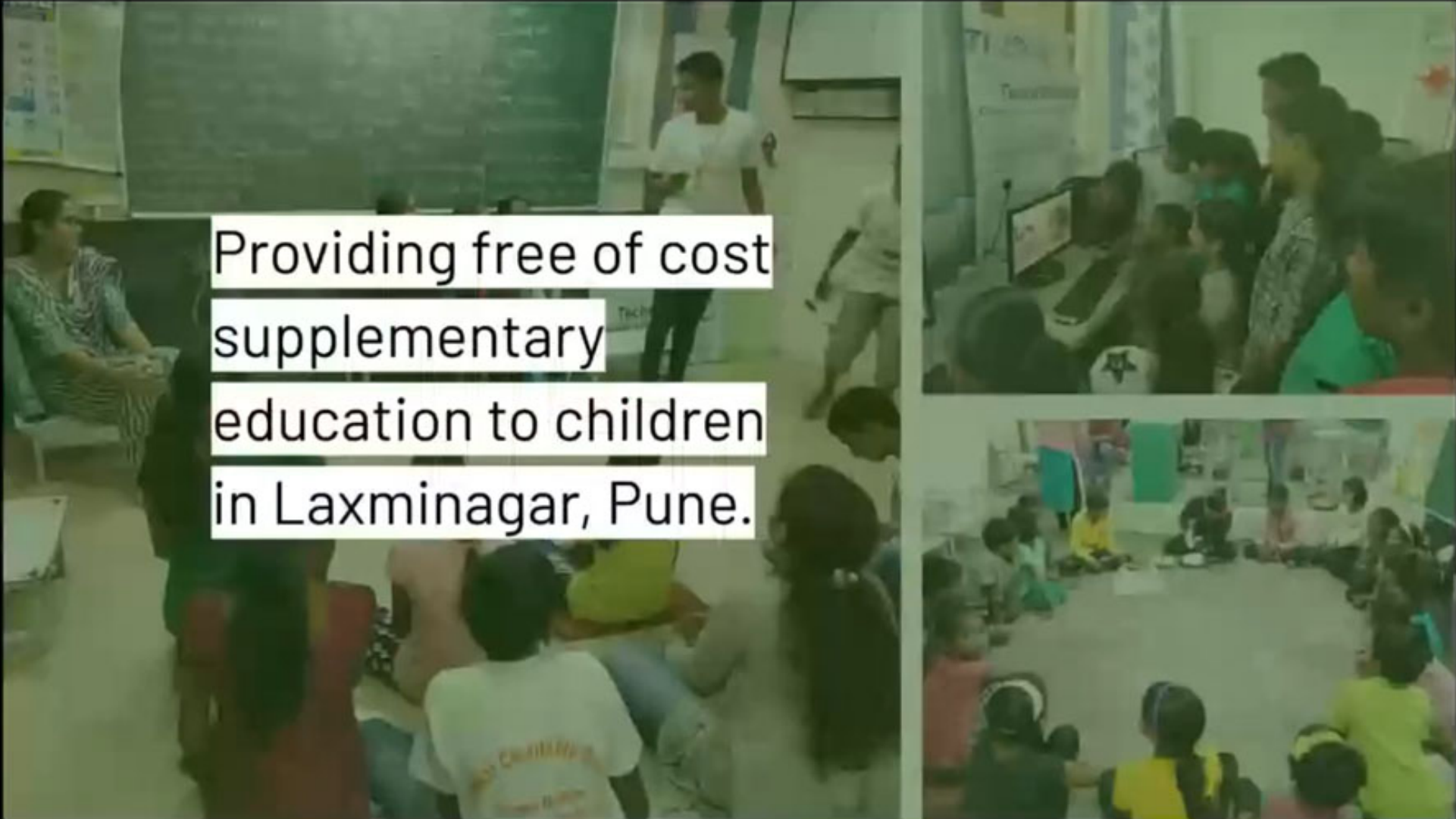


Capacity building of teachers at Khelghar through service design

Project by
Prachi Tank

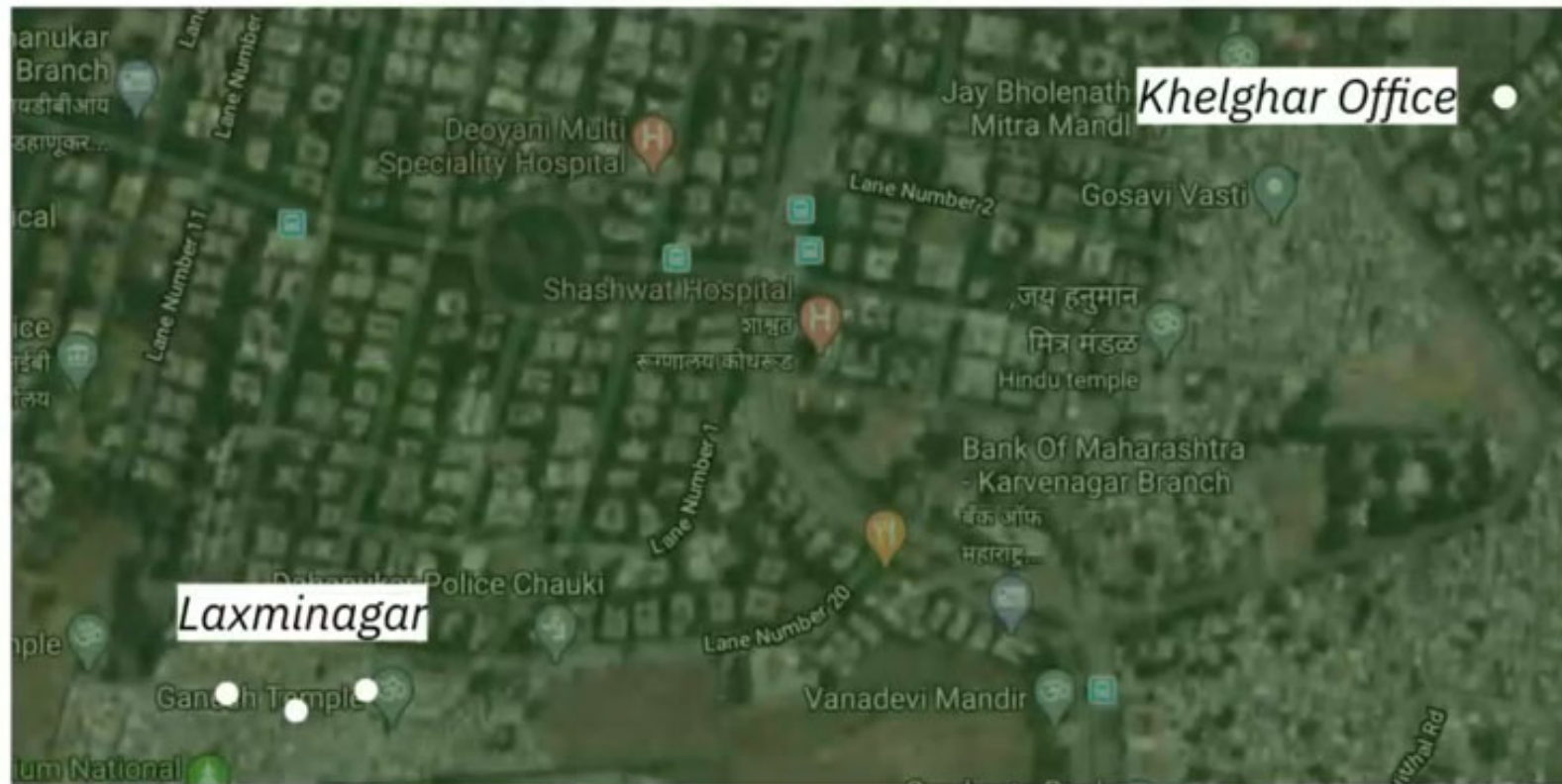
Project guide
**Prof. Venkatesh
Rajamanickam**

Project co-guide
**Prof. Pramod
Khambete**



Providing free of cost
supplementary
education to children
in Laxminagar, Pune.





The founder
5 mentors
7 teachers
2 administrative staff and
part-time volunteers



Oversees all Khelghar operations | Undergraduate degree in Architecture (BArch)



Aparna
Founder



Heena
Mentor

Oversees Khelghar expansion and mentors 3 teachers | Undergraduate degree in Education (BEd)

Personas

Oversees all Khelghar operations | Undergraduate degree in Architecture (BArch)



Aparna
Founder



Heena
Mentor

Oversees Khelghar expansion and mentors 3 teachers | Undergraduate degree in Education (BEd)

Personas



Renuka
Teacher

Educated till 10th | 1st and 2nd standard teacher



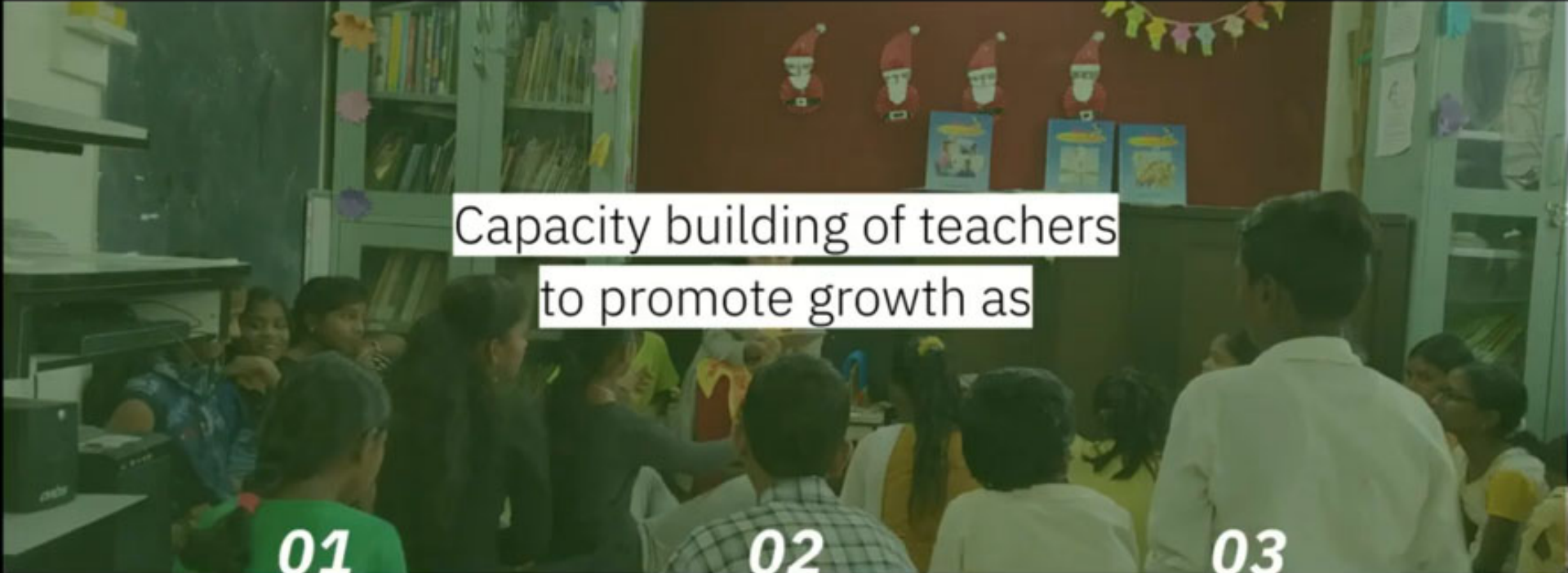
Avanti
Teacher

Undergraduate degree in commerce (BCom) | 5th and 6th standard teacher



Shusheel
Teacher

Undergraduate degree in social work (BSW) | 9th and 10th standard teacher



Capacity building of teachers
to promote growth as

01

Educators

Pedagogy, interacting with students
in class

02

Social workers

Network building, awareness
about the field

03

Khelghar employees

Responsibilities, strategic
decisions

Solution



Solution

01 *Teacher exchange*

*Enabling the teachers to learn
from and contribute to other
organisations*

02

03

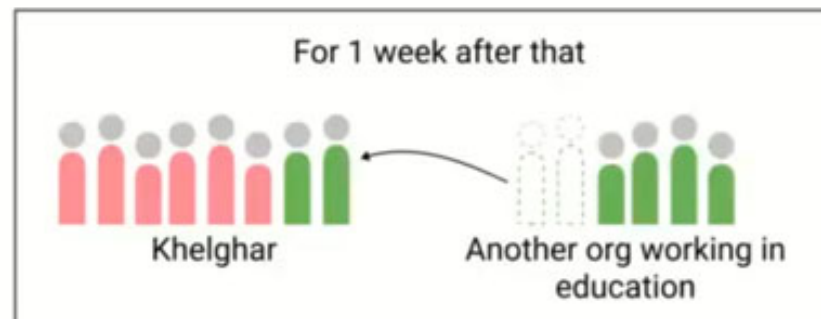
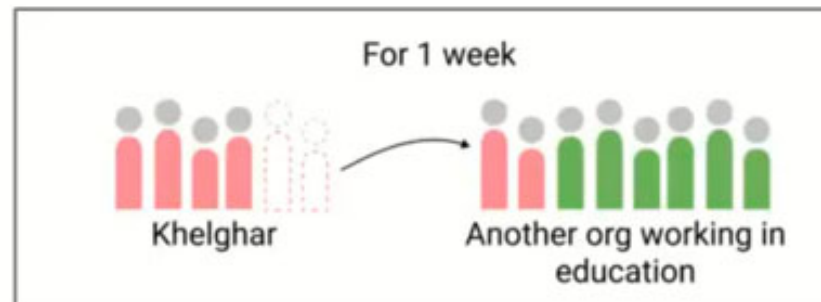
Teacher exchange

Peer learning instead of top-down instruction

Teacher can also contribute

Experience is a key factor for learning

Growth of different skills





Renuka
Teacher

1st and 2nd standard teacher | Educated till 10th

Started working with parents after 2-3 years

Exchange I: Bal Bhawan

Exchange II: Akshara Khelghar



Avanti
Teacher

5th and 6th standard teacher | Undergraduate degree in commerce (BCom)

Takes up management responsibilities in Khelghar

Exchange I: Akshara Khelghar

Exchange II: Yardi softwares (CSR)



Shusheel
Teacher

9th and 10th standard teacher | Undergraduate degree in social work (BSW)

Is working on an English curriculum for the children

Exchange I: Teenage boys workshops - Equal Community Foundation

Exchange II: Aksharnandan

01 **Teacher exchange**

Enabling the teachers to learn from and contribute to other organisations

02 **Growth goals**

Communicating the vision about growth through different encounters within the organisation

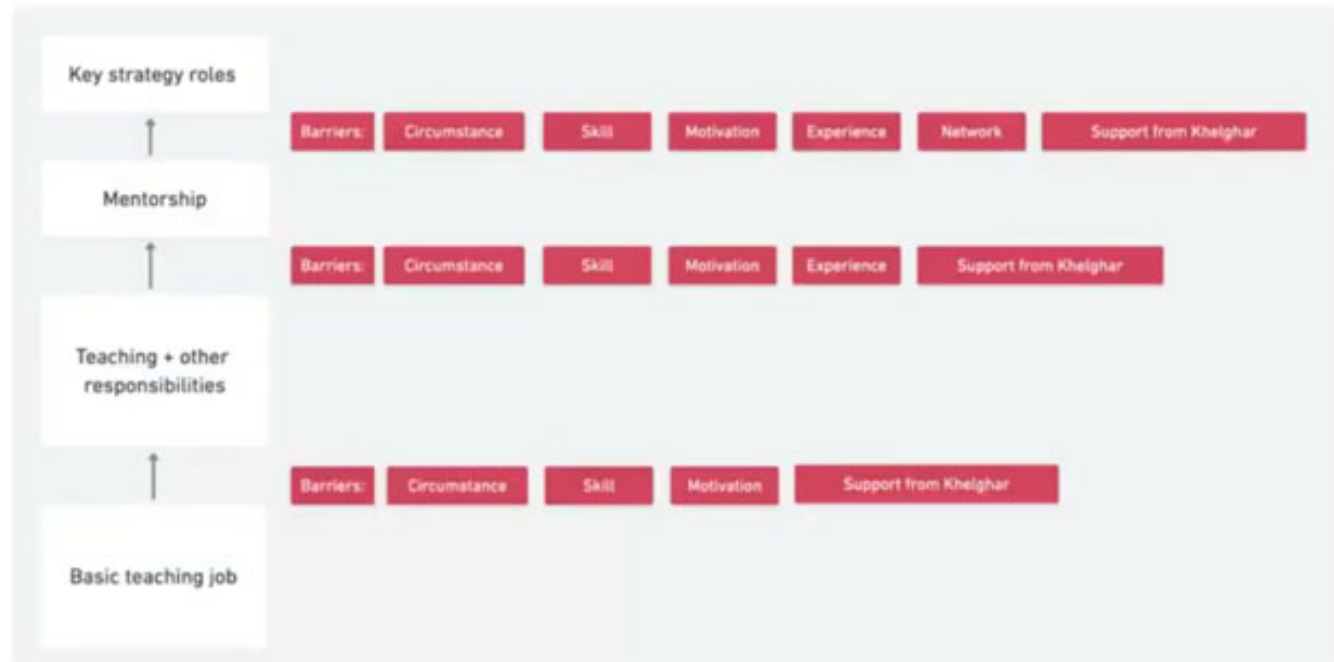
03

Growth goals

Communicating a vision through all encounters

Introducing different encounters

Maintaining a file



01 *Teacher exchange*

Enabling the teachers to learn from and contribute to other organisations

02 *Growth goals*

Communicating the vision about growth through different encounters within the organisation

03 *Lesson planning*

Promoting peer learning within the organisation addressing concerns of 'planning fatigue'

Lesson planning

Enabling sharing within the office

Promoting formalisation and reflection

Addressing 'planning fatigue'

Income source

Creating a community

The image displays a set of lesson planning materials organized into four rows:

- Section cards:**
 - Front:** Four purple cards with titles: "Introduction to the topic", "Resources and practice", "Linking and sharing", and "Read and reflect".
 - Back:** Four purple cards with detailed text and icons.
- Skill cards:**
 - Front:** Five blue cards with titles: "Communication and participation", "Presentation", "Reading", "Listening", and "Confidence".
 - Back:** Five blue cards with titles: "Language", "Mathematics", "Collaboration", "Sharing", and "Real skills".
- Activity cards:**
 - Front:** A row of 14 orange cards with various activity titles and icons, including "Mathematics exercise", "Read a story", "Share a recipe or video clip", "Mental gym", "Children write poems", "Kahoot! quiz", "Harvest get...", "External world", "Cooking", "Reading", "Art and craft", "Physical fitness", "Skit", "Groupwork reading", and "Project: Practice Skills".
 - Back:** A row of 14 orange cards with detailed text and icons corresponding to the front cards.
- Session markers:**
 - Front:** Four white cards with titles: "Session 1", "Session 2", "Template card", and "Topic card".
 - Back:** Four white cards with titles: "Session 3", "Session 4", and two "Topic card" cards.

Lesson planning

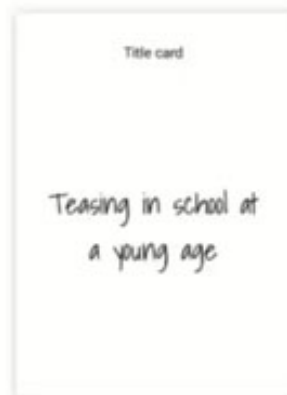
Addressing 'planning fatigue'

Promoting formalisation and reflection

Enabling sharing within the office

Income source

Creating a community



Lesson planning

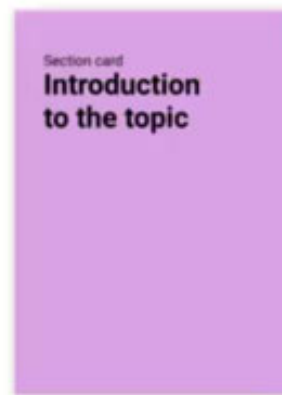
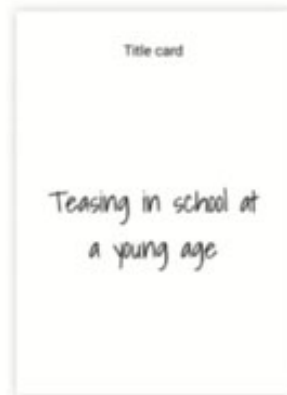
Addressing 'planning fatigue'

Promoting formalisation and reflection

Enabling sharing within the office

Income source

Creating a community



Lesson planning

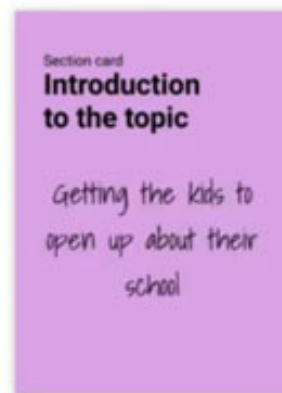
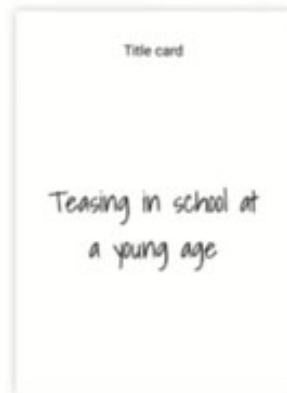
Addressing 'planning fatigue'

Promoting formalisation and reflection

Enabling sharing within the office

Income source

Creating a community



Lesson planning

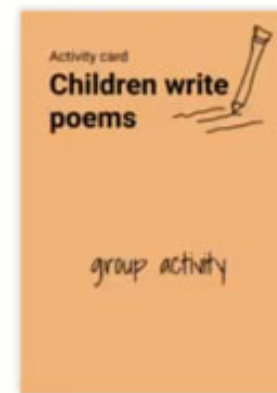
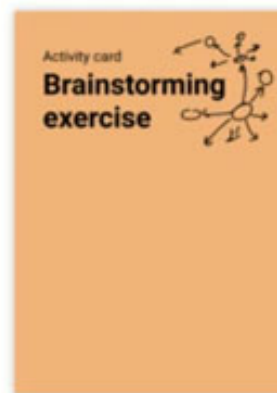
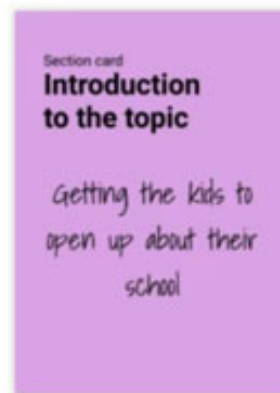
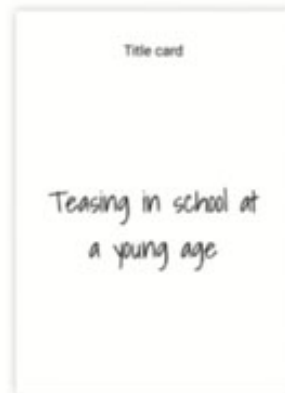
Addressing 'planning fatigue'

Promoting formalisation and reflection

Enabling sharing within the office

Income source

Creating a community



Lesson planning

Addressing 'planning fatigue'

Promoting formalisation and reflection

Enabling sharing within the office

Income source

Creating a community

Title card

Teasing in school at a young age


Section card

Introduction to the topic

Getting the kids to open up about their school


Activity card

Brainstorming exercise



Activity card

Children write poems



group activity

Skill card

Communication and participation

Are the students opening up about the sensitive aspects about school?

Scenario

During the interview



Basic teaching
job

Teaching + more
responsibilities

Mentorship

Key strategy
roles

During the interview



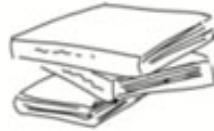
Avanti
Teacher



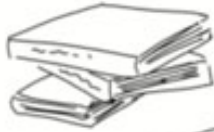
Aparna
Founder



1 year

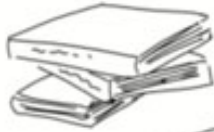


During the interview



Recommendation for exchange - Akshara

During the interview



Back to Khelghar



Recommendation for exchange - Akshara



AKSHARA FOUNDATION





1 year



VOLUNTEER



Recommendation for exchange - Akshara



Back to Khelghar



AKSHARA FOUNDATION

COMPANION



@AKSHARA

During the interview



Growth goals



Recommendation for exchange - Akshara



Back to Khelghar



Lesson planning



Shusheel
Teacher



Teacher exchange



AKSHARA FOUNDATION



Heena
Mentor



Validation

Validation by experts

Shubhada Joshi

Founder of Khelghar | Executive member of Palakneeti Trust | Former editor of Palakneeti magazine

Jyoti Kudale

Mentor at Khelghar for the last 20 years | Leads expansion at Khelghar

Sandhya Phadke

Advisor and mentor at Khelghar for the last 20 years | Part of advisory team working with women unions

Rajshree Tikhe

Previously at: UNICEF, BIAF | Currently at: TRTI

Sukhada Lodha

Previously started a for-profit Khelghar-like org in Malegaon | Currently works for Shantilal Mutha Foundation

Vidya Patwardhan

Former principal of Aksharnandan, a school that practices non-traditional teaching methods

Methodology

Delphi inspired technique | 2 rounds

Round I: Explain the service through a video and on phone > semi-structured interview > collate feedback

Round II: Explain the feedback > semi structured interview / ask for rebuttals

Pros

Exchange program and lesson planning components vs growth goals

Flexible

Feasible

Experience for the theory

Adaptable

Cons

Bringing orgs on board

Manpower required

Differences in approaches of orgs

Motivation to discuss lesson plans

Round II

Ease in with time

Discussions, experienced teachers

Testing in person

Validation by teachers (end users)

Teacher 1

9th, 10th teacher | Developing an english curriculum | Previously worked at a social org | Joined Khelghar 6 months ago | Has a BSW degree

Teacher 2

5th, 6th teacher | Other responsibilities include report writing | First job at Khelghar | Joined Khelghar 4 years ago | BCom degree

Teacher 3

7th, 8th teacher | First job at Khelghar | Joined Khelghar 4 months ago | BS in Mathematics | Pursuing BEd

Teacher 4

Dosti group teacher | Joined Khelghar 6 years ago | degree

Teacher 5

1st, 2nd teacher | Lives in Laxminagar | Completed 10th

Teacher 6

3rd, 4th teacher | Works with parents | Lives in Laxminagar | Completed 10th

Teacher 7

2nd, 3rd teacher | Completed 12th

Methodology

Semi structured interviews

How do you think this service would help you?

What problems might you or the org have to overcome?

Validation by teachers (end users)



Teacher 1

9th, 10th teacher | Developing an english curriculum | Previously worked at a social org | Joined Khelghar 6 months ago | Has a BSW degree

Teacher 2

5th, 6th teacher | Other responsibilities include report writing | First job at Khelghar | Joined Khelghar 4 years ago | BCom degree

Teacher 3

7th, 8th teacher | First job at Khelghar | Joined Khelghar 4 months ago | BS in Mathematics | Pursuing BEd

Teacher 4

Dosti group teacher | Joined Khelghar 6 years ago | degree



Teacher 5

1st, 2nd teacher | Lives in Laxminagar | Completed 10th

Teacher 6

3rd, 4th teacher | Works with parents | Lives in Laxminagar | Completed 10th

Teacher 7

2nd, 3rd teacher | Completed 12th



Methodology

Semi structured interviews

How do you think this service would help you?

What problems might you or the org have to overcome?



Renuka
Teacher

1st and 2nd standard teacher | Educated till 10th

Hesitant about travelling very far from office

Appreciated the idea of open discussions with peers



Avanti
Teacher

5th and 6th standard teacher | Undergraduate degree in commerce (BCom)

Spoke about how programs tailored to individual needs will be better than the workshops that are common

Compared the exchange program with a visit they had done before



Shusheel
Teacher

9th and 10th standard teacher | Undergraduate degree in social work (BSW)

Most enthusiastic

Gave examples of orgs that could be visited

Was enthusiastic about travelling outside of Pune also

Process

Process



Understand

Synthesize

Investigate

Ideate

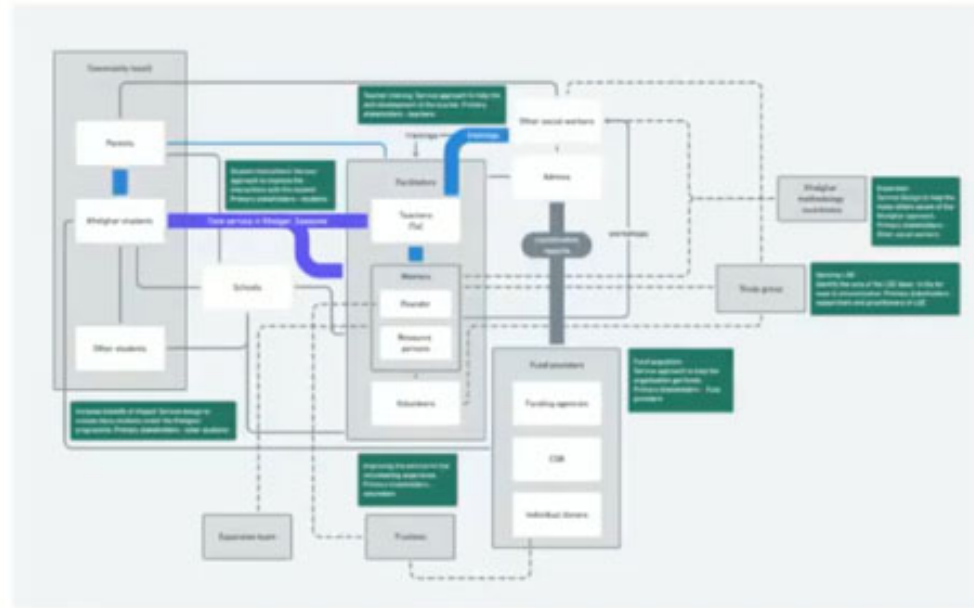
Design

Validate

1 week of
primary
research



Systematic analysis and identifying the project brief



Service ecosystem map



Value exchange diagram



Service constellation map

Process



Understand

Synthesize

Investigate

Ideate

Design

Validate

1 week of
primary
research - Semi
structured
interviews



Aparna
Founder



Renuka
Teacher



Avanti
Teacher



Heena
Mentor



Shusheel
Teacher

Process



Understand

Synthesize

Investigate

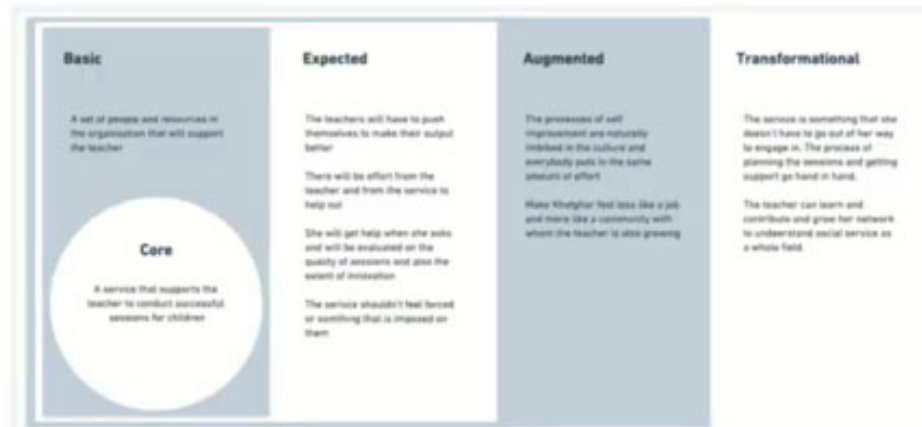
Ideate

Design

Validate

Lifetime trajectory

Kotler's 5 levels of service



Process



Understand

Synthesize

Investigate

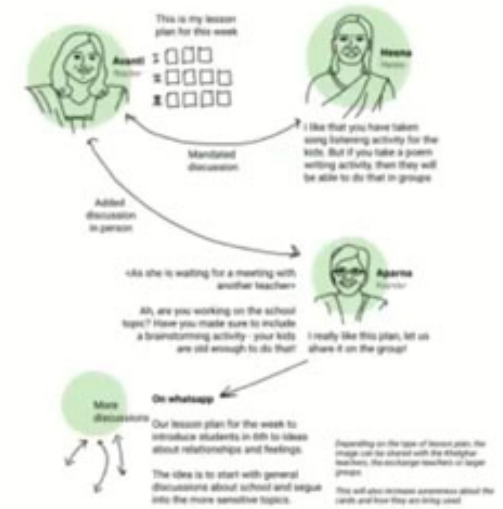
Ideate

Design

Validate

Blueprint

Scenarios



Process



Understand

Synthesize

Investigate

Ideate

Design

Validate

Video

Semi structured
interviews



Conclusion

Deliverables

Leverage the network

Focus on co-creation

Disseminate the vision

More

Ideas about service design

Graphical representations

Thank you