

# How to build a community in an organization?

## A Case Study to Establishing the Basis for Community Well-being

### Research Question

How co-design contributes to building community well-being in an organization?

### Abstract

Managers in organizations are constantly looking for ways to build efficient teams that persist. Thus, communities at the workplace exist as an alternative for collaborating; however, the challenge is still how. This qualitative research explores how co-design contributes to building community well-being in an organization. A case study was realized in an organization where two co-creative sessions and three complementary interviews were conducted. The **Framework of Community Needs** was used to explore the well-being level of the team. The findings show that **communication, management, learning and trust** are relevant to build a strong team and maintain it. Based on these insights, recommendations are presented that could assist the team to build an effective community that persists.

### Findings



### Framework of Community Needs

#### Community Well-being



There is a cross-connection between the five levels of community well-being and they are constantly present in the collaboration. Identity and purpose should happen simultaneously at the beginning of the collaboration, to provide structure and clarity regarding the collective vision and the personality of the team. Nevertheless, these two aspects are always present and should be constantly updated.

Defining the identity and purpose results in shared ownership that facilitates the collaboration towards the community goals (need for efficacy). Throughout the collaboration, resilience is permanent, to help the community develop new abilities for the coming challenges and to be able to move on. Finally, all these aspects result in a team that persists over time.

\* Name have been modified to respect the privacy of participants & the organization

Iteration version of the Framework of Community Needs (original in Van Zutem, 2014)