



01

Al-Yasmine

Design of a community space for
a Syrian Refugee Camp in Lebanon

**Challenge.
Research.
Analysis.
Results.**

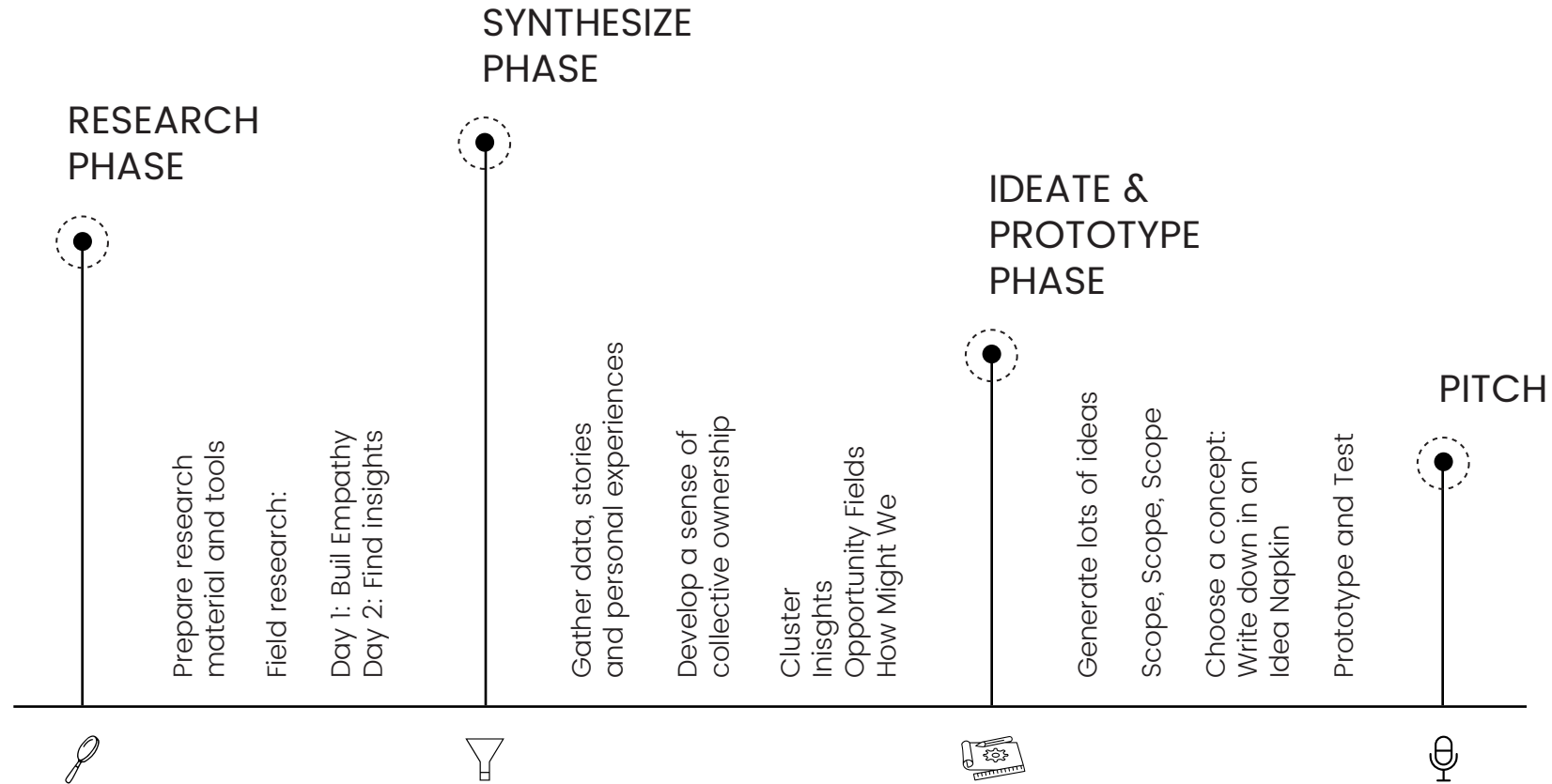


Challenge

To develop ideas and strategies to turn an **empty spot of the camp** into a **social space** using the **Design Thinking** methodology.

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Our Process





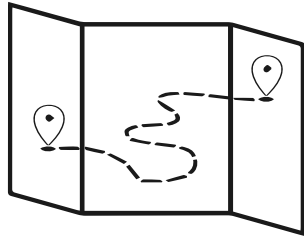
Research

Design of research material

We designed **research tools** to address a **wide** range of **target groups**. Our aim was to **understand** user **needs**, identified potential **opportunity fields** and get an **overview** of the **living condition** of the refugee population at the camp.

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1.



The **tools** were designed to **collect qualitative** information.

I participated in actively **designing** the tool **for children** between 8 and 11 years old.

The tool was called '**Treasure Hunt**' and consisted of **collecting** different **treasures** across the camp.

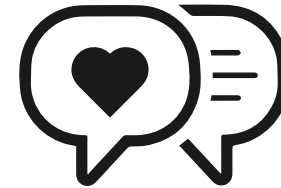
2.



Every treasure station enabled us to **understand** how children **experience** and relate to the **camp** as a physical space.

It helped us to **identify places they like and dislike** as well as the **interaction** with the environment around them.

3.



The tool allowed us to **overcome** the **language barrier**, build **empathy** with our users and have a **better understanding** of their situation.

Research

Field Research

We traveled **from Beirut** to the **Bekaa Valley** to conduct field research. During these two days, we were allowed to **experience what is it to live in a refugee camp.**

We step out of our shoes and walk in the shoes of a refugee. We brought empathy to our project by **carefully listening** to our users and **learning** from them and their reality.

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This is a photo gallery with documentation of field research. I think it can play automatically to avoid buttons

Day 01.

Our first day was about **building connections** with the **people** at the **camp**.

We introduced ourselves and the project. **We spent time with the families** and shared experiences with them. **We were invited to their shelters** to drink tea and eat bread. **We played with the children** and get our **first understanding** of the actual **situation**.

Day 02.

The second day we were able to **scope** our **investigation** and we **implemented** our research **material**.

We decided to approach specific people at the camp. We started to **collect stories, feelings, and impressions** of the users that openly decided to share with us their situation.

Analysis

Back in Beirut, we lead an intensive **Design Thinking workshop** in which we analyzed the gathered information. Carefully we **clustered and filter** a large amount of information while we **uncovered valuable insights**. This process allowed us to **scope** our project in **four opportunity fields**:

Education, Social Skills,
Identity and Living Space

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Cluster.
Insights.
Opp. fields.
How might we.

Cluster

We collected a vast amount of information in an **analog collaborative platform**. After every member of the team was able to share its own experience, we started to **give a sense of this data by clustering** the information.



Insights

After defining our clusters we **uncovered key insights**. These insights allowed us to keep in mind the **special details we discovered** in our field research.



Opportunity Fields

We defined opportunity fields based on our **skills, time frame, and resources**. The definition of these fields, allowed us to **create solutions for different target groups and needs**.



How Might We

We **reframe** each insight into a **How Might We question**. This allowed us to **scope** and keep in mind the **users' needs** for the ideation phase.

HMW use the kids' connections for passive adults to open up and take an active role in the community?



This is a photo gallery with documentation of field research. I think it can play automatically to avoid buttons

Results

Check out the [publication](#) and [video](#)

Our **vision** was to **improve the quality of life** for displaced people through building up a **sense of belonging** and **strengthening their esteem needs**.

We created a space that was divided into three sections: **The productive garden, the learning area, and the recreational area**. Moreover, we developed an **identity** and **several communication artifacts** to activate the space.

The idea was pitched by the core team to the **German ambassador in Lebanon** and local investors that have the interest to **push the project forward**.