

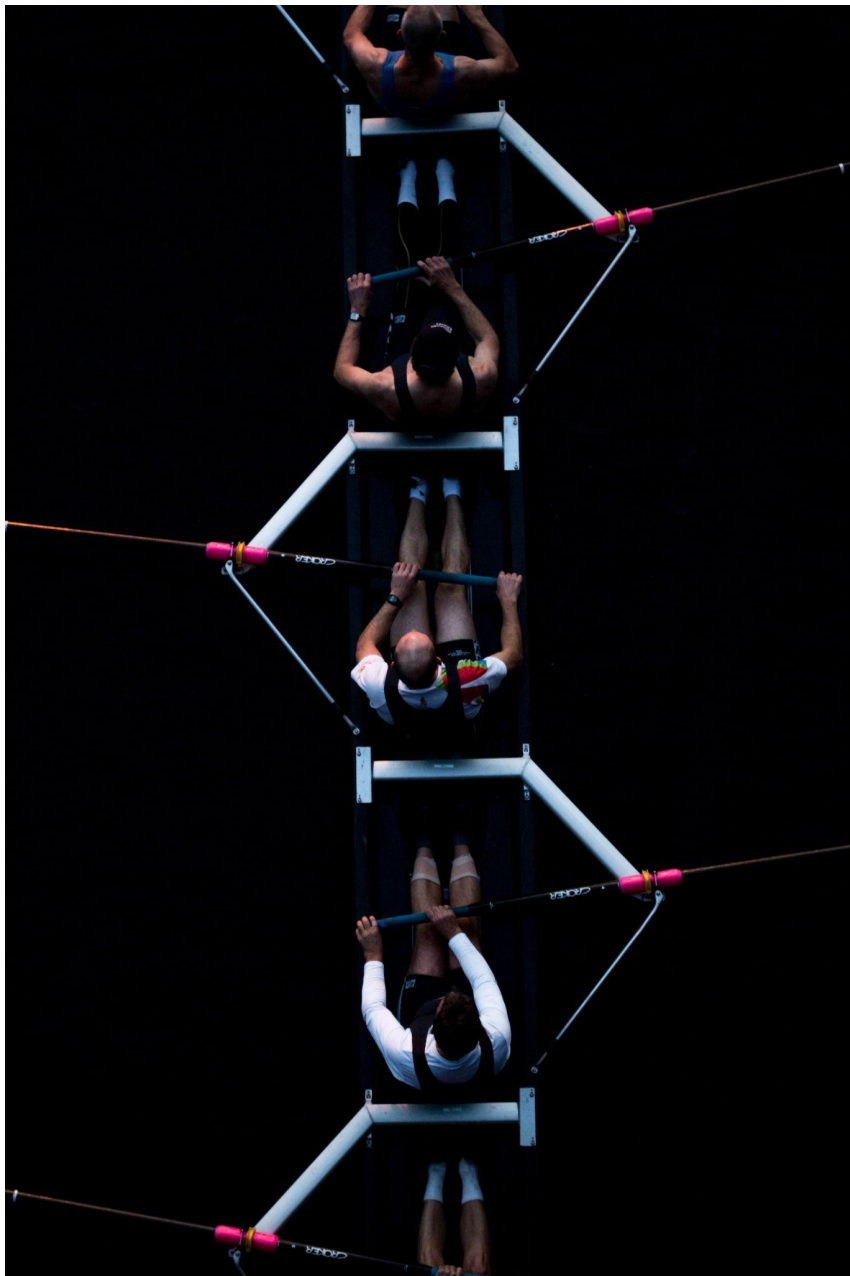
## A group of women are gathered outdoors in a courtyard for a Pecha Kucha presentation. They are seated on a low stone wall, facing a whiteboard that displays handwritten notes and diagrams. The setting is a paved courtyard with trees and a building in the background. The women are dressed casually, and the atmosphere appears to be a collaborative workshop or meeting. The whiteboard has text in Spanish, including 'Objetivo: crear un espacio de trabajo', 'Proceso de trabajo', and 'Estrategia de trabajo'. There are also some diagrams and sticky notes on the board. The women are engaged in discussion, with some gesturing and others listening attentively. The overall scene suggests a professional yet relaxed environment for a service design workshop.





# White Paper on reception policies, Regione Toscana





Progetto co-finanziato dall'Unione Europea



MINISTERO  
DELL'INTERNO

FONDO ASILO, MIGRAZIONE E INTEGRAZIONE (FAMI) 2014-2020



Competenze Migranti in Toscana

Regione Toscana



**Arti** Agenzia Regionale  
Toscana per l'impiego





A photograph showing three people—two men and one woman—collaborating at a table. They are looking at a large diagram or map spread out on the table, which appears to be a floor plan or organizational chart. The woman on the left is wearing a white lace top and a black and white checkered skirt, and has a lanyard with an ID badge around her neck. The man in the center is wearing a white t-shirt with a green frog graphic and glasses. The man on the right is wearing a white t-shirt with a graphic of a green landscape and has tattoos on his arms. They are surrounded by various colored sticky notes and markers on the table. The text "collaboration between employment agencies and reception organizations" is overlaid on the image in a black, monospace-style font.

collaboration between employment agencies  
and reception organizations





diffuse design



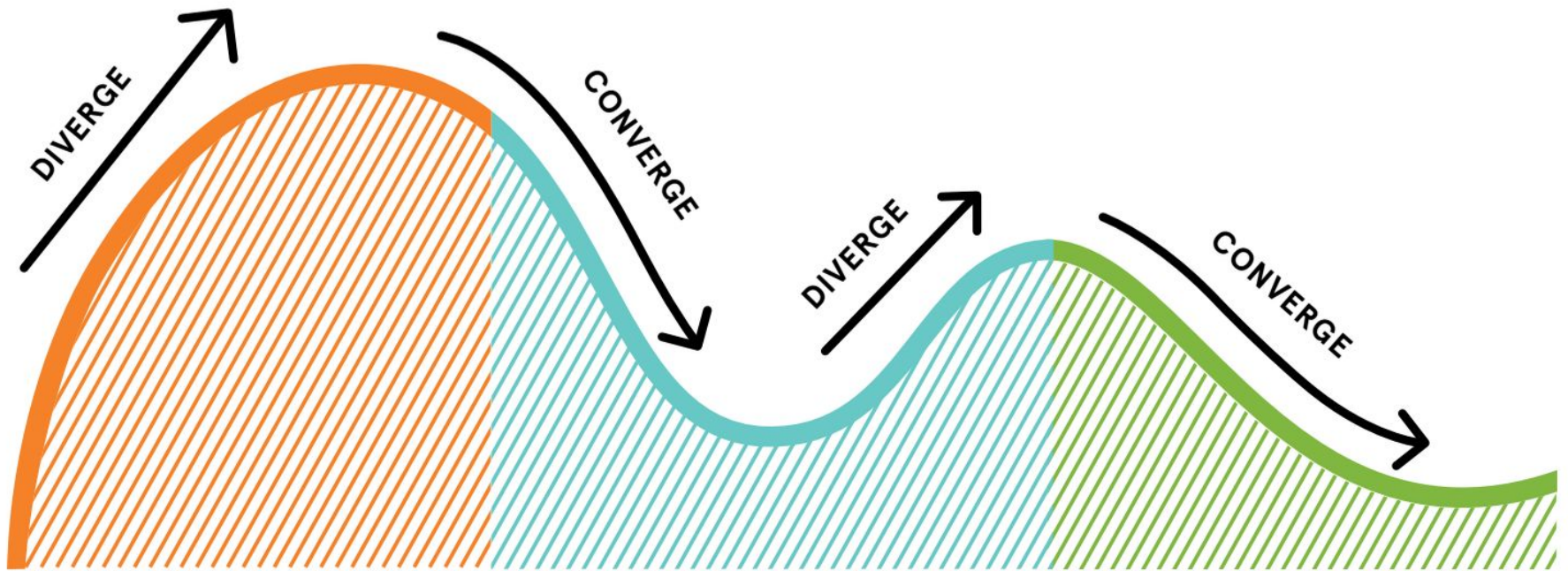


a way of thinking, a way of doing

**INSPIRATION**

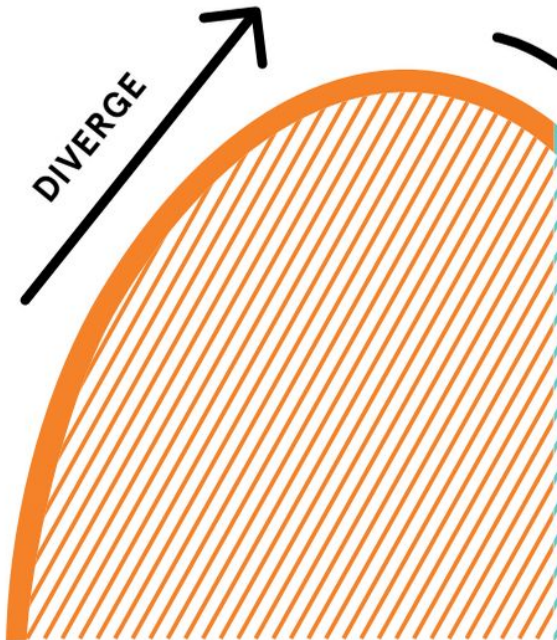
**IDEATION**

**IMPLEMENTATION**





# INSPIRATION



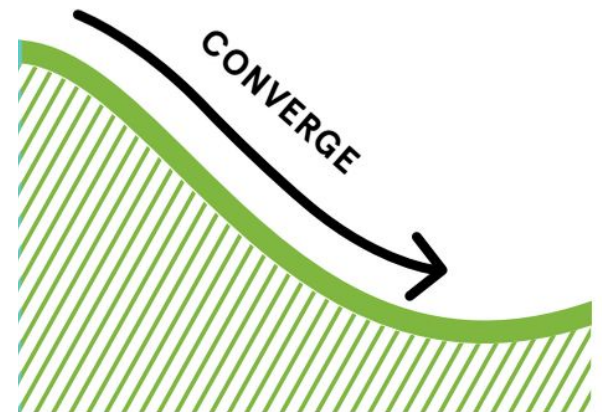








# IMPLEMENTATION







**needs analysis**



needs analysis



Zoom Meeting

You are viewing Francesco Ranghiasi's screen View Options

Recording

Speaker View

3 ORIENTAMENTO DI PRIMO E SECONDO LIVELLO

- colloquio di profilazione operatori CIP
- formazione/inserimento di gruppo operatori CIP
- visuale CV a parità di lavoro operatori CIP
- promozione tecnico operatori CIP
- analisi fabbisogno e bilancio di competenze operatori accoglienti
- ricerca scuole per tirocini operatori accoglienti

Quali difficoltà incontra Lucky in ciascuno di questi passaggi?

- difficoltà nel ricostruire la esperienza di lavoro e formative nel paese di origine (per difficoltà linguistiche, costumi culturali legati al tempo) e conseguenti ricadute negative su tutti i passaggi successivi
- pausa nel confronto con l'operatore determinato da ritardi nell'operazione
- difficoltà relativa al tirocinio occasionale proprio bisogno coerenti con
- capire differenza tra tirocinio a lavoro
- tempo come variabile

Participants: 15

Chat

Share Screen

Record

Reactions

Unmute

Stop Video

Leave

Participants:

- GABRIELLA TRIOLO
- Giulia Fioravanti
- Daniela Gonnella
- finnicellapalmierbrogi
- Riccardo Simoni
- Paola Paradisi
- Cristina Marrani
- Federica Gottardo
- Nassira Camara
- Claudia Bianchini
- Galaxy Tab A (2016)
- Silvia Givone
- Francesco Ranghiasi
- Sajjad Hussain
- alessandro betti

Connecting to audio

co-design online workshops









**Name:** Lucky

**Age:** 24 years old

**Nationality:** Nigeria

**Other information:**

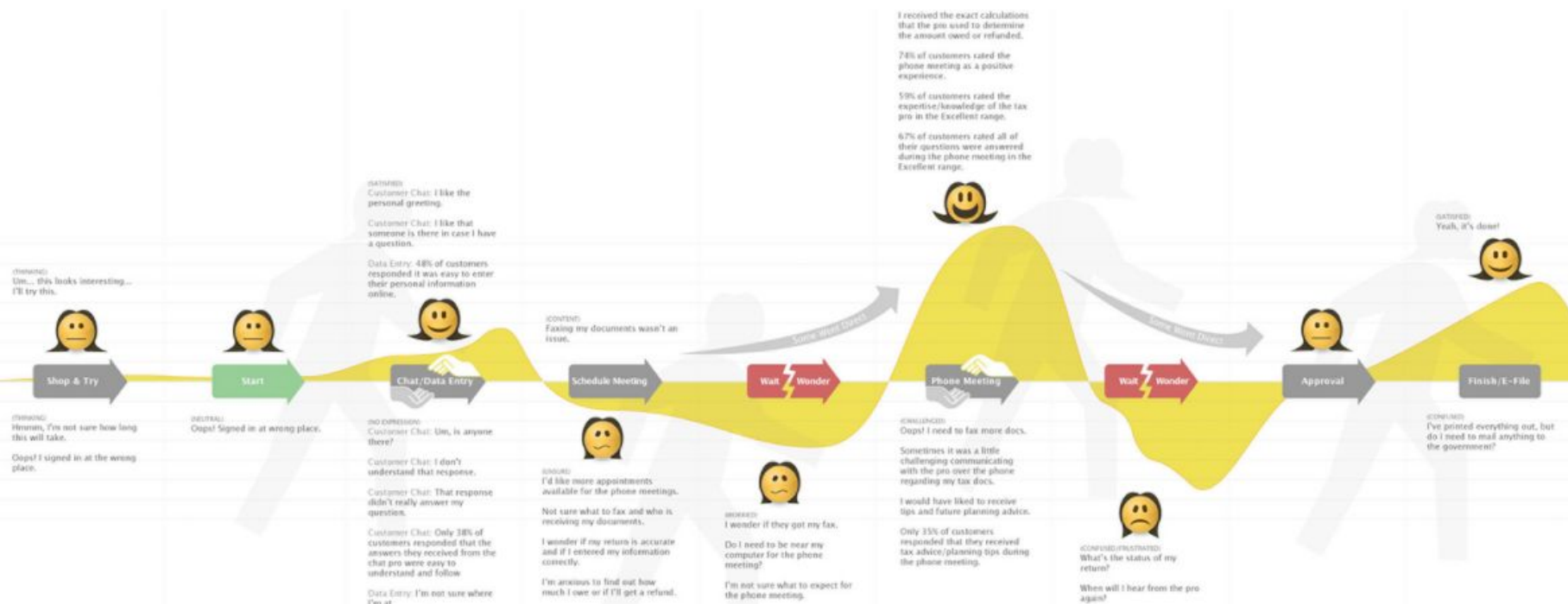
- has a basic knowledge of Italian (level A1).
- worked several years as an electrician in Nigeria
- attended a bike repair workshop





user journey map





How to understand the  
work system and its  
codes



How to improve the  
impact with the  
employment agencies



How to define the  
orientation process





# Il Centro Per l'Impiego

Ricorda di portare

Documento  
d'identità

Codice  
Fiscale

Permesso  
di soggiorno



5 videos in 5 different  
languages



7 informative cards





THANK YOU!

