



STEP  
3/3

# Designing Solutions for Urban Community Resilience

A methodology to co-design viable, inclusive and sustainable community resilience solutions

**November 2025**

Part 1 Urban Community Resilience

Part 2 City Wide Risk Assessment

Part 3 Coalition Building

**Part 4 Co-designing Solutions**

# Toolkit sections

This toolkit is spread across three documents to ensure it is easy to use and navigate. You will need all three sections to complete the design process.

STEP  
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## Step 1

Step 1 contains the tools you will need to get you started, and should be used if you:

- have not already done Human Centred Design (HCD) training
- would like to know more of the theory underpinning the tools and activities in Step 2
- want to build your skills as a facilitator

**Unit One** of Part 1 is an introduction to HCD, while **Unit Two** provides helpful tools and information about being a successful facilitator.

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## Step 2

Start with Step 2 if you are working with communities and do not need to conduct HCD training.

*Note: You do not have to go through every single activity in the toolkit if you or your participants do not have time. You can adjust the flow and content of the sessions depending on the participants in your workshop, their availability and capability. You will find sample agendas in Part 3 to help you plan your activities.*

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## Step 3

The document you are currently reading provides links to other helpful resources (including additional toolkits recommended to complete Key Actions 1 & 2), as well as a collection of print-ready templates which can be used for the activities in Step 2.

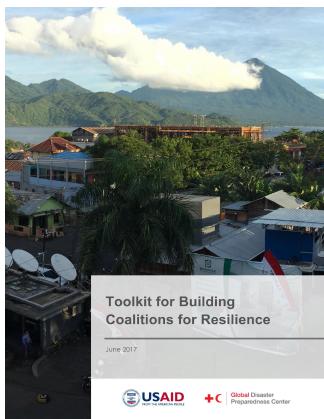


## Resource

# Resilience toolkits

## What are these?

These toolkits have been produced by Red Cross Red Crescent Global Disaster Preparedness Center to assist urban communities, particularly in coastal areas, to work together to identify their vulnerabilities and priority disaster risks they face. When used together, these resources are a powerful step-by-step guide to identifying challenges and designing viable, inclusive and sustainable solutions to build resilience against them.



### Toolkit for Building Coalitions for Resilience

Use to complete Key Action 1

To strengthen resilience, communities and cities need strong civic engagement that draws on the growing diversity of urban populations. Coalitions can complement formal governance structures by engaging a wider set of stakeholders at the community and household level. This toolkit provides a process for engaging with a wide set of interested stakeholders (i.e. local government, civil society organisations, the private sector, academia, and community volunteers) to identify and pursue locally developed solutions for resilience and climate change adaptation.

**Access at:**

<https://www.preparecenter.org/resources/building-coalitions-urban-resilience-toolkit>



Enhanced Vulnerability and Capacity Assessment  
Version 1 - for field testing  
IFRC  
April 2019

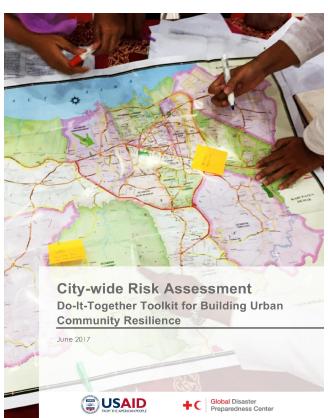
### Enhanced Vulnerability and Capacity Assessment

Use to complete Key Action 2

The Enhanced Vulnerability and Capacity Assessment (EVCA) is a participatory investigative process designed to assess the risks that people face in their locality, their vulnerability to those risks, and the capacities they possess to cope with a hazard and recover from it when it strikes. Through EVCA, RCRC National Societies can work with vulnerable communities to identify the risks and take steps to reduce them by drawing on their own skills, knowledge and initiative.

**Access at:**

<https://www.ifrcvca.org/>



### City-wide Risk Assessment

Use to complete Key Action 2

In this toolkit, the focus is on resilience assessment and resilience building, from a foundation of systems thinking. The City-wide Risk Assessment (CWA) is best for organisations working in cities that want to work on city-scale resilience, and organisations working in communities that find challenges that need to be addressed beyond the community-level. The tools are designed to be picked up and used by anyone, and assume no prior familiarity with resilience or climate change.

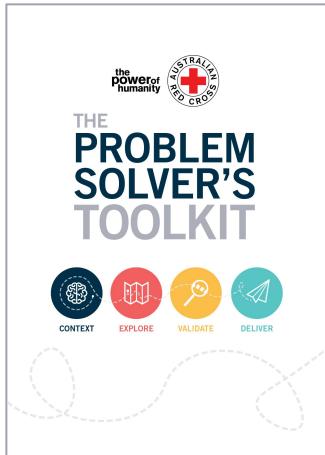
**Access at:**

<https://www.preparecenter.org/resources/city-wide-risk-assessment-do-it-together-toolkit-building-urban-community-resilience>



## Resource

# Other useful toolkits



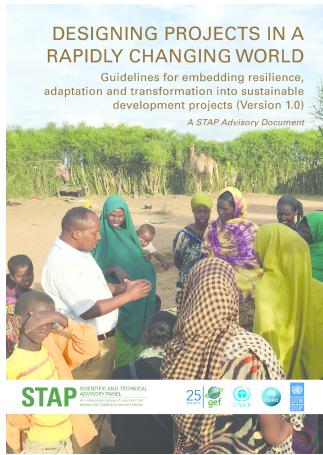
Australian Red Cross

### The Problem Solver's Toolkit

Red Cross Australia have put together a selection of tools and techniques for “designing better products, services and experiences”. This toolkit is intended to complement practice at any stage of a project, and provides a suite of tools across four key stages: ‘context’, ‘explore’, ‘validate’, and ‘deliver’. The toolkit is designed for use by any team, even those with little experience.

**Access at:**

<https://www.redcross.org.au/news-and-media/publications/the-problem-solvers-toolkit>



Scientific and Technical Advisory Panel

### Designing Projects in a Rapidly Changing World

This report introduces the ‘RAPTA’ (Resilience, Adaptation Pathways and Transformation Assessment) framework. This framework is targeted at practitioners working with local stakeholders to “devise effective development projects that build resilience to shocks, stresses, and major external change”, and provides a tool to align and monitor approaches.

**Access at:**

<http://www.stapgef.org/the-resilience-adaptation-and-transformation-assessment-framework>



## Resource

# Print-ready templates

### What are these?

The following pages have been designed so that they can be quickly printed and used for the activities in Section B. If you do not have easy access to a printer, require templates to be translated, or need to alter content, the templates are simple enough to draft or modify by hand.

# Four tasks for facilitators



## Speaking

Prompt conversations and reflect back what you have heard to the group



## Listening

Allow all participants to have their say



## Supporting

Encourage everyone to add something to the conversation

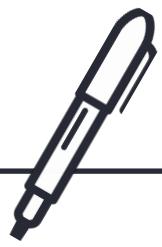


## Guiding

Gently guide the progress of the workshop and keep things conversations on topic



# Facilitation Bingo



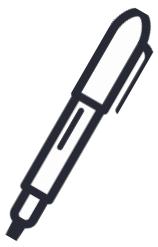
<b>Direct probe</b>	<b>Prompt the conversation</b>
<b>Encourage everyone to participate</b>	<b>Embrace diverse perspectives</b>
<b>Reflect back what you hear</b>	<b>Listen!</b>
<b>Capture the conversation</b>	<b>Build solutions together</b>

# 6 Rules of Brainstorming

1. Go for quantity
2. Encourage wild ideas
3. Defer judgement
4. One conversation at a time
5. Build on each other's ideas – say “and”
6. Visualise your ideas



# Idea template



**Name your idea**

**Draw it**

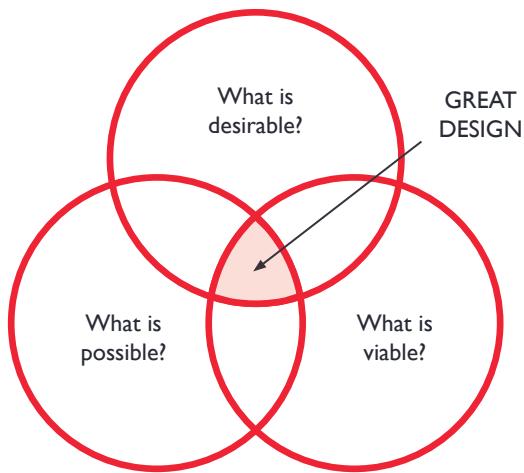
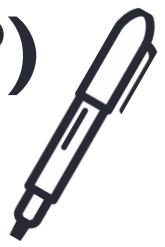
**Who is it for?**

**Describe it**

**What outcome will it achieve?**



# Desirable, Viable, Possible (DVP)

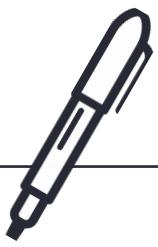


## Name your idea

IS IT POSSIBLE?	IS IT VIABLE?
What do we already have that would help this idea succeed? E.g. technology, legislation, skills, knowledge	How much could it cost?  How long could it take to implement?
What else would we need to make it work?	Who do you need to make it succeed?  Is the idea sustainable?



# Solution overview template



## Name your solution

(this might be a short statement)

## The challenge

What is the challenge or problem state you are trying to overcome?

## What does success in the future look like?

Explain how you will know or be able to see that your solution has been successful.

## Features

List the specific features of your solution – these should be tangible things you could point at.

## How does your solution work?

Write the step-by-step process of how your solution functions.

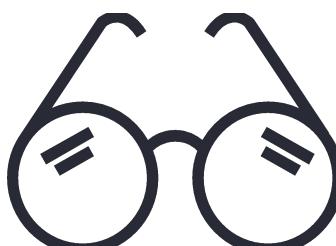


# Interview Roles



## The interviewer

This person leads the interaction with the interviewee, making sure that the conversation is productive and flows naturally. This person should not take notes, but should rather ensure the interviewee feels they are being listened to.



## The observer

This person is responsible for making sure that insights are as rich and well-informed as possible. They look for cues in the environment and the interviewee's body language, looking for when the interviewee might be saying one thing but thinking another. They support the note taker by capturing direct quotes of important parts of the conversation.



## The note taker

This person is responsible for listening carefully and taking thorough, accurate notes on post-its of key points of the discussion. They need to keep up with conversation, and capture direct quotes when possible.



# Pitch template



Our community is currently experiencing \_\_\_\_\_

(current challenge / problem statement)



(solution name)

will help our community to

(key benefit)

This is important because \_\_\_\_\_.

(key outcome)

This will be sustainable because \_\_\_\_\_.

(proof point)

The key stakeholders that need to be involved are \_\_\_\_\_,

(key stakeholders)

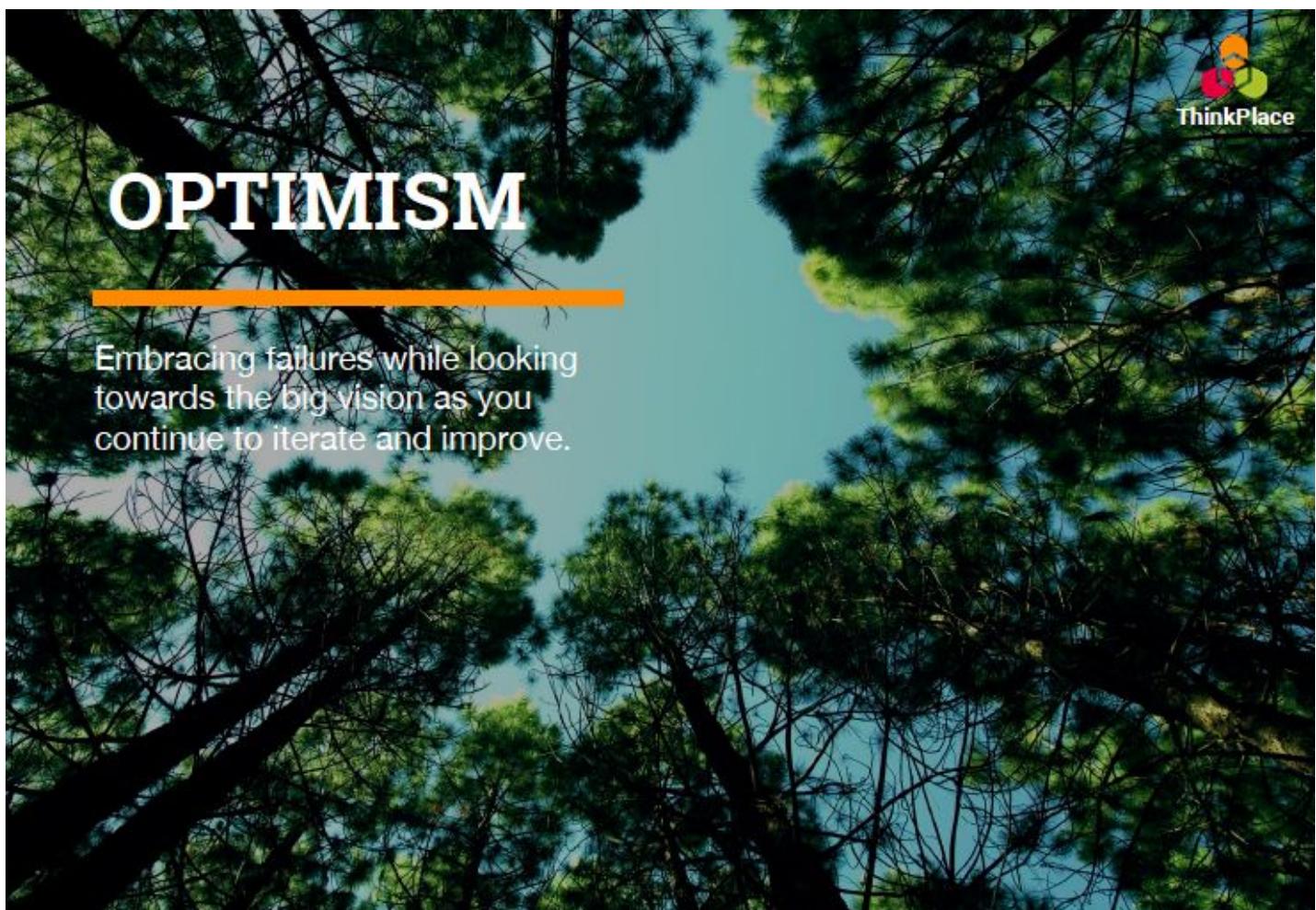
because \_\_\_\_\_.

(reason they should and would support)



Mindset cards are a prompt to remind participants to take a 'designerly' approach to the Human Centred Design process. It's a good idea to translate these into your local language, then select 3 or 4 at the beginning of each workshop session to share.

This emphasises the need to think and work in a different way to what they might be used to.



# BE CURIOUS

Be inquisitive and learn from people, about the surroundings, environment and the people themselves



# BE OPEN-MINDED

Being receptive and willing to consider and incorporate different views and new ideas. Do not judge.

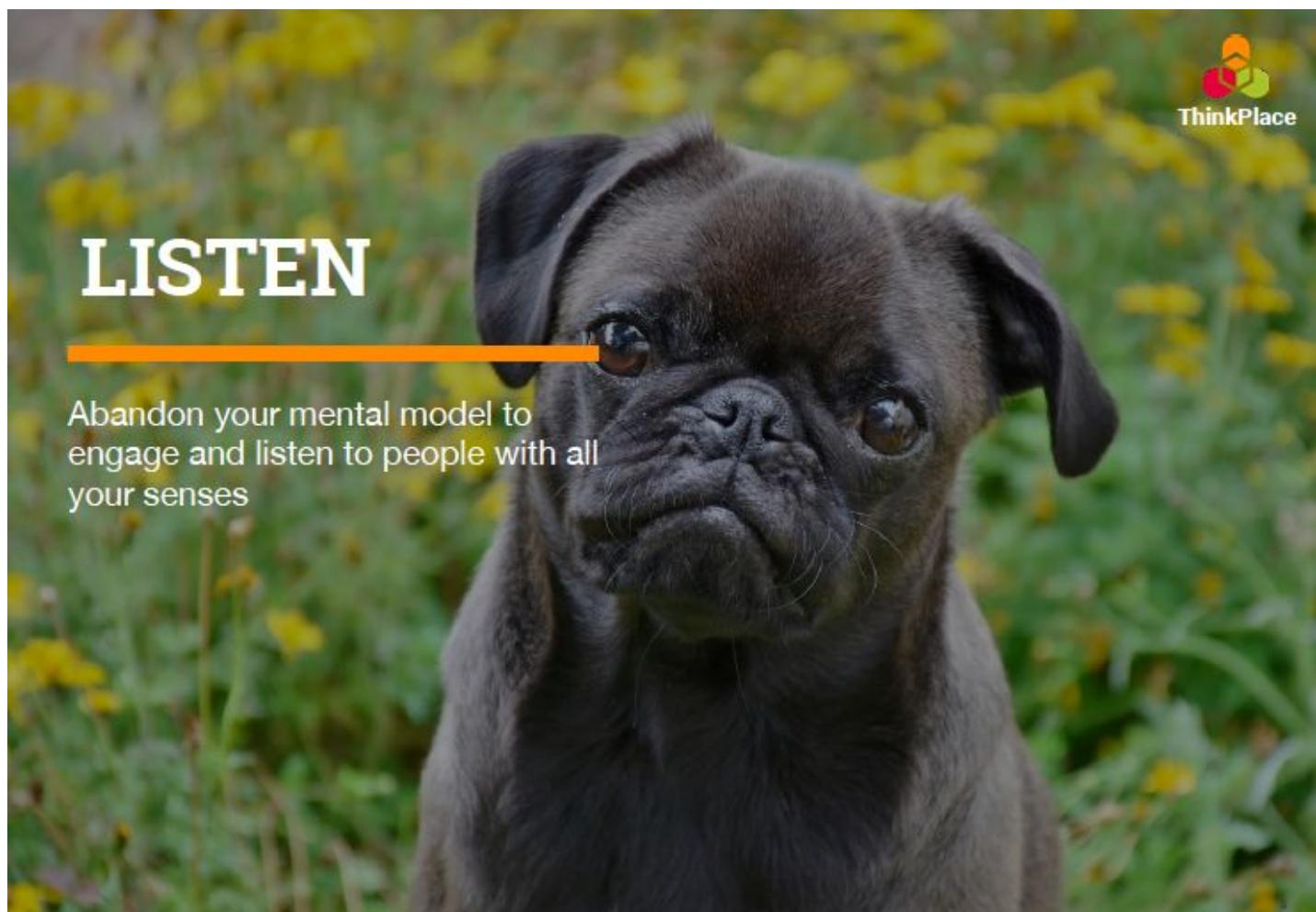




# DEEP EMPATHY

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Listen and feel what it's like to be in someone else's shoes, understand another's situation and feelings.





# INTUITION

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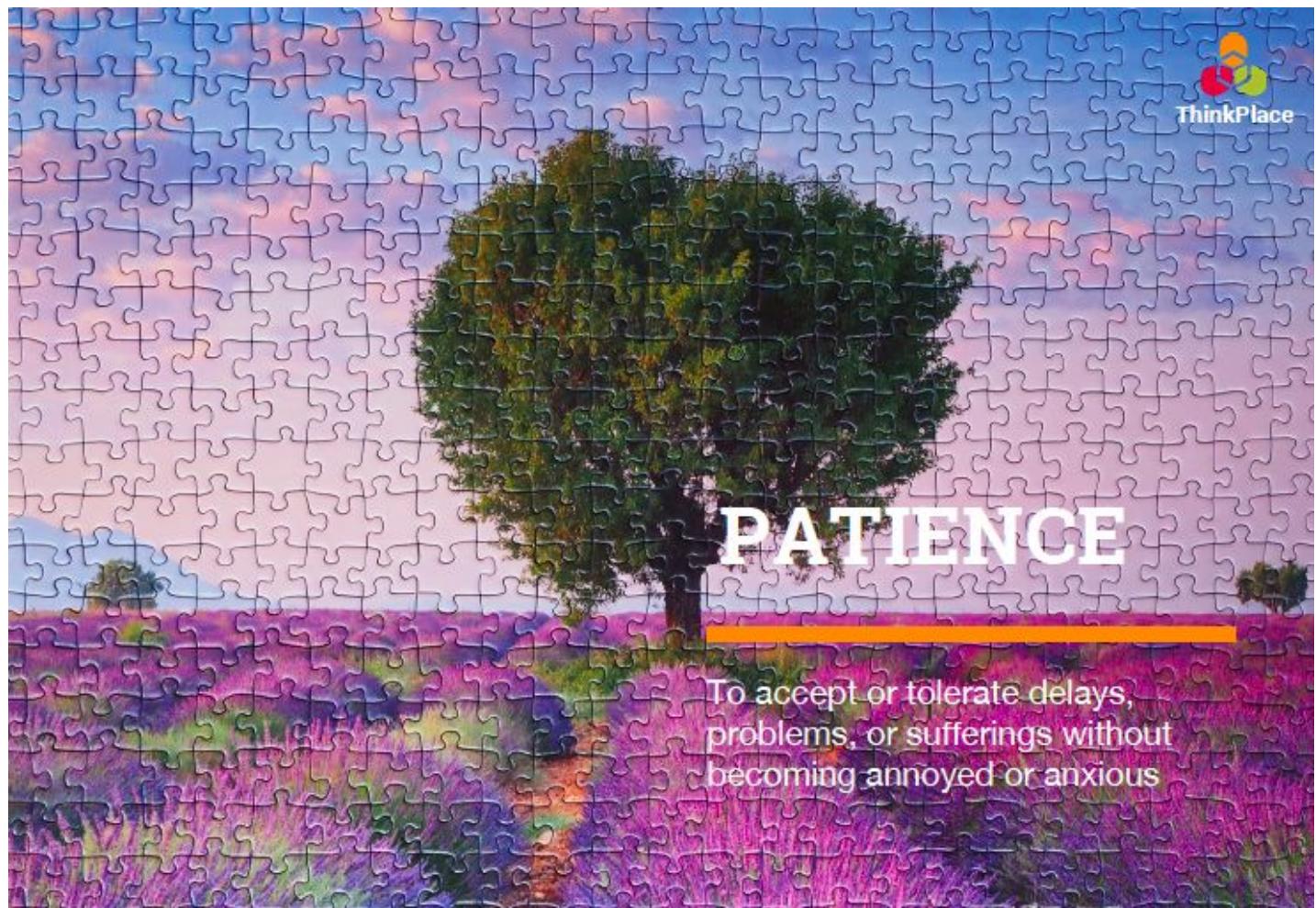
A phenomenon of the mind, describes the ability to acquire knowledge without inference or the use of reason

# MINDFULNESS

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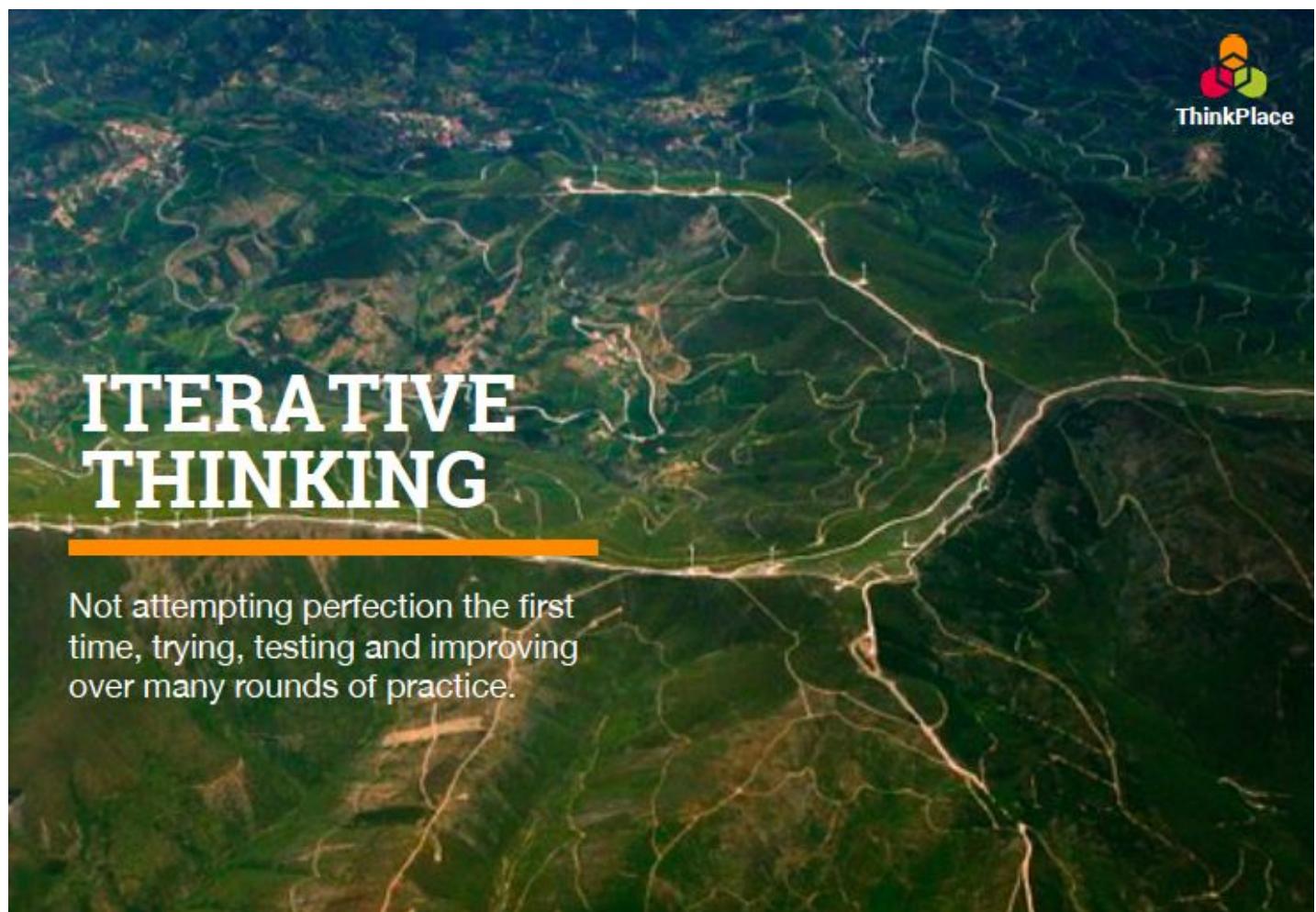
Being aware of the present moment, thoughts, feelings, body sensations, and surroundings without judging





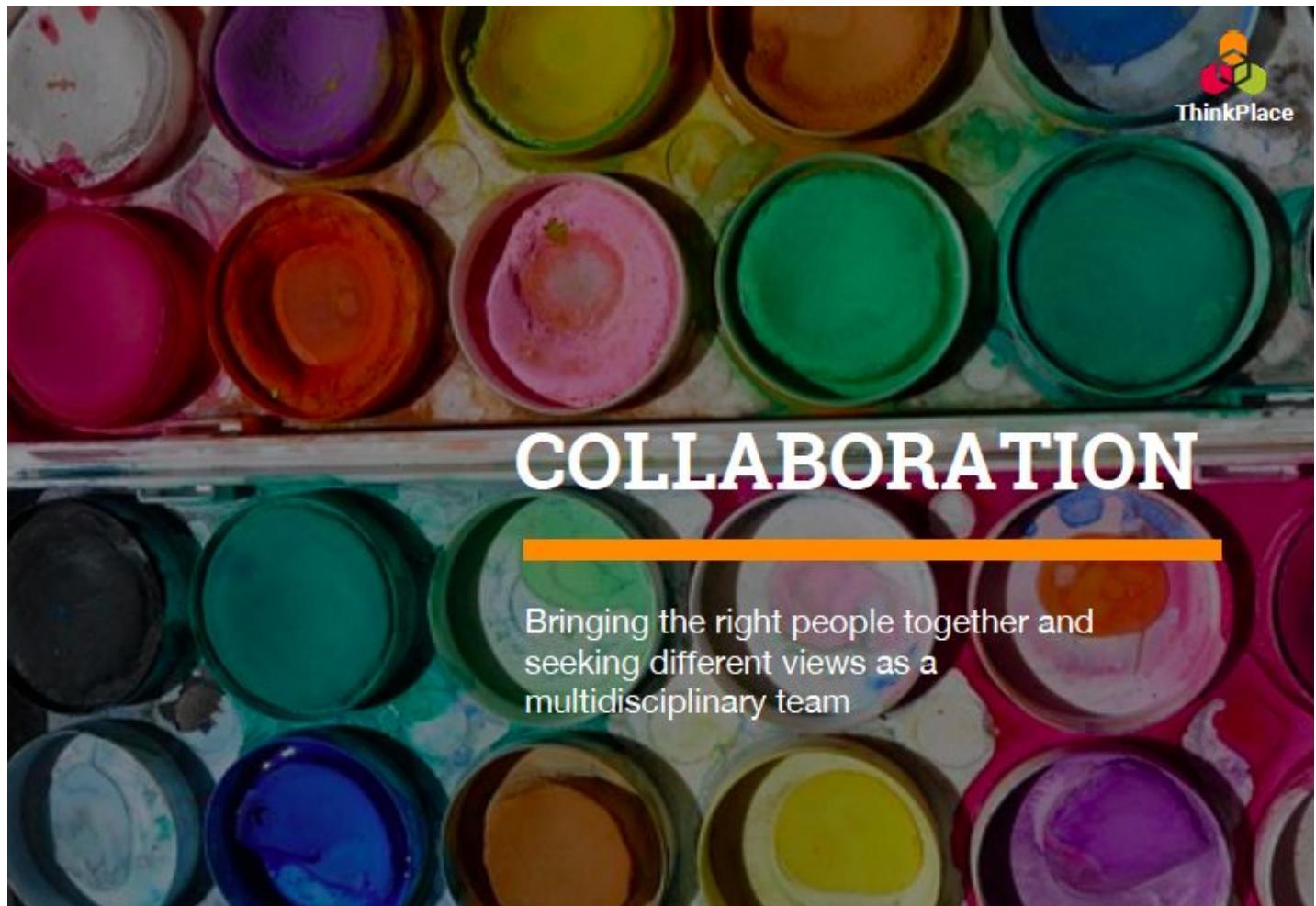
## PATIENCE

To accept or tolerate delays, problems, or sufferings without becoming annoyed or anxious



## ITERATIVE THINKING

Not attempting perfection the first time, trying, testing and improving over many rounds of practice.



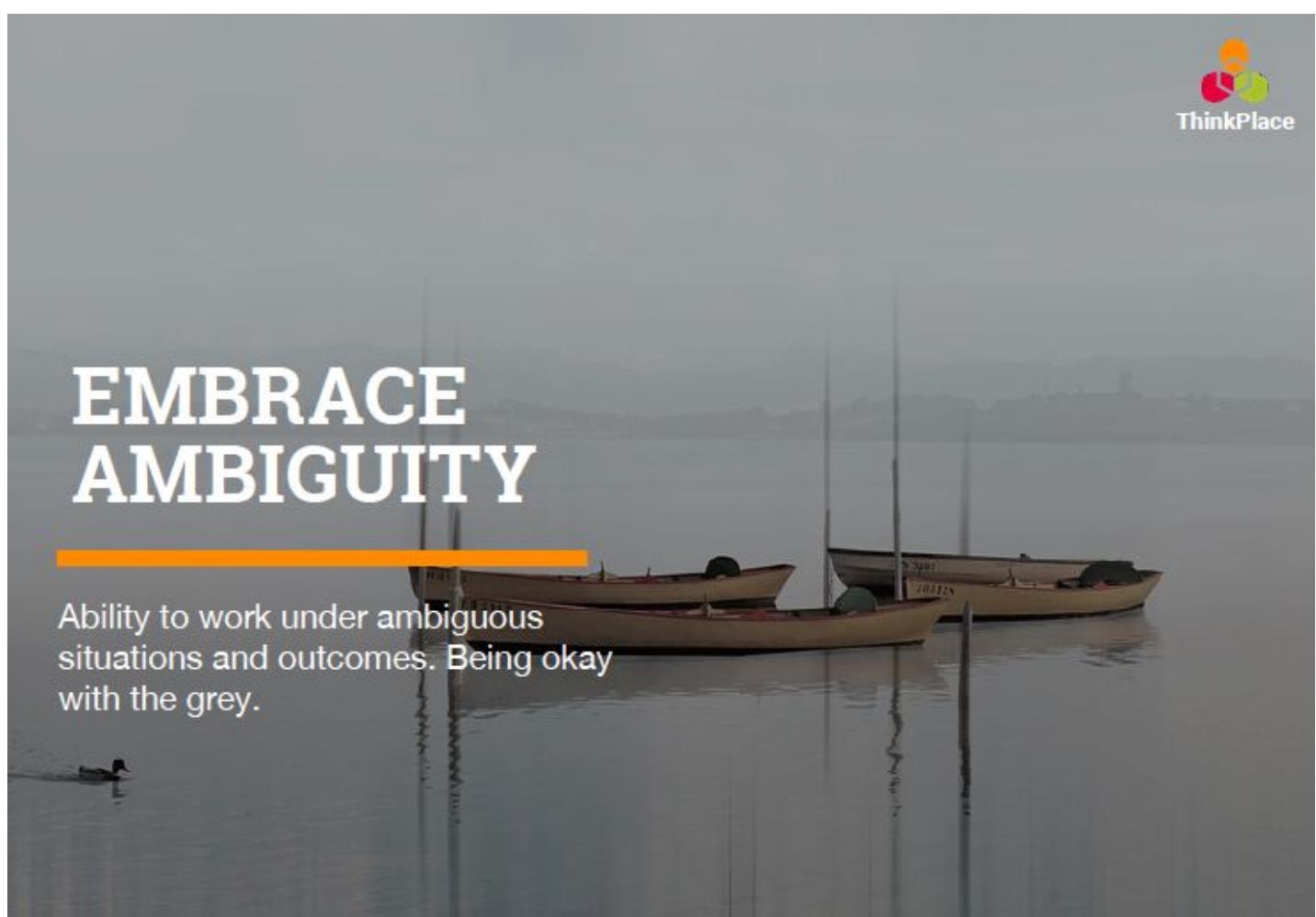
## COLLABORATION

Bringing the right people together and seeking different views as a multidisciplinary team



## EMBRACE AMBIGUITY

Ability to work under ambiguous situations and outcomes. Being okay with the grey.

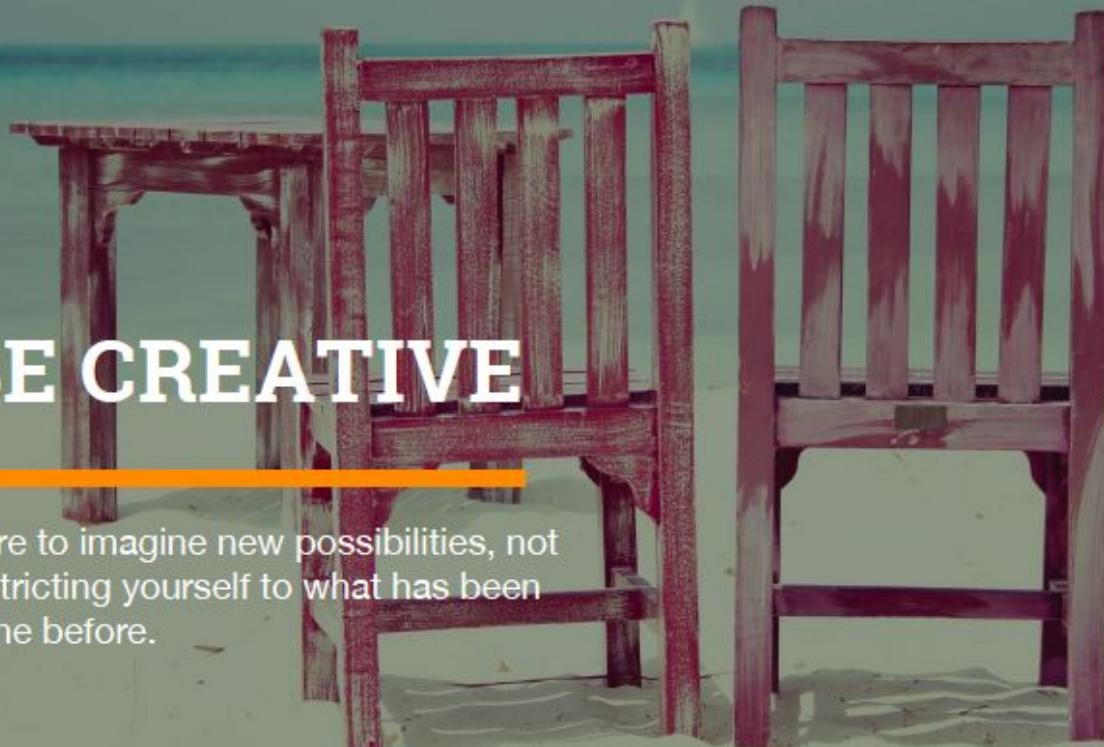




## BE CREATIVE

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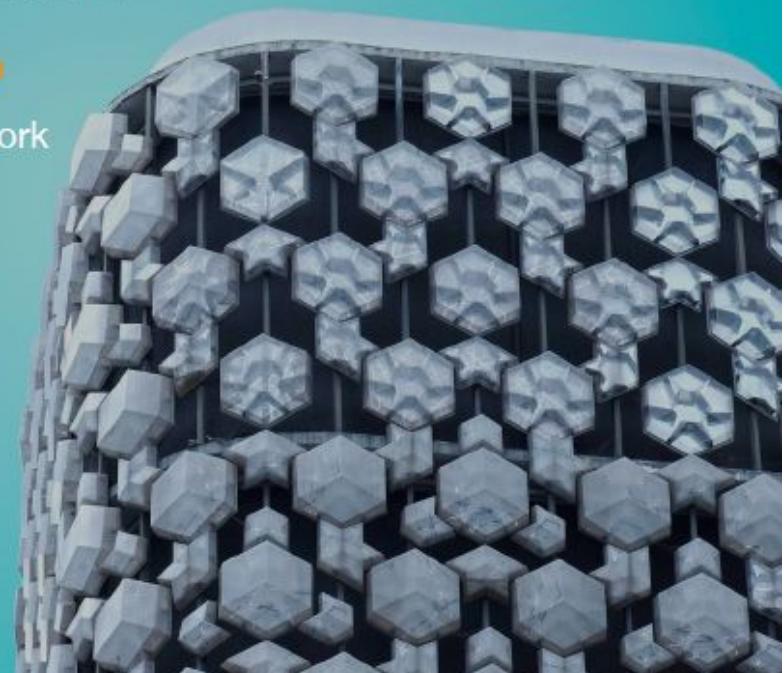
Dare to imagine new possibilities, not restricting yourself to what has been done before.



## NOT BEING AFRAID TO FAIL

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Resisting perfection by exposing work to others early to succeed sooner

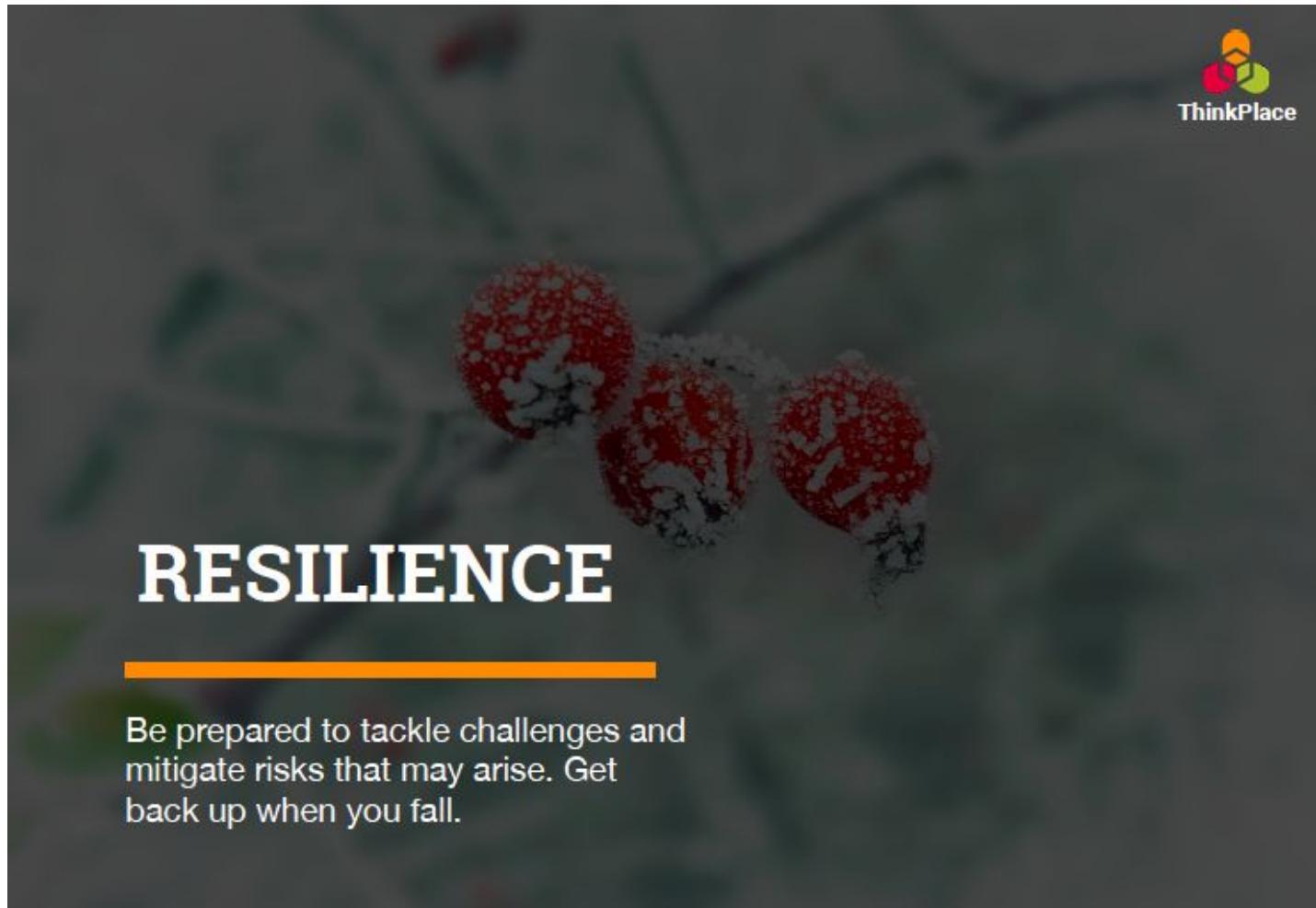




# HAVE COURAGE

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Be strong and clear in your new vision and execute your plans to make small steps towards achieving the big vision.



# RESILIENCE

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Be prepared to tackle challenges and mitigate risks that may arise. Get back up when you fall.



## Resource

# Sample workshop agenda

## SHORT VERSION

*Don't forget to build in icebreakers, energisers and reflections each day.*

		Community Level 2 Days	City Level 3 Days
DAY ONE	AM		<ul style="list-style-type: none"> <li>• HCD training</li> <li>• Facilitator training</li> </ul>
	PM		<ul style="list-style-type: none"> <li>• Activity 3.1.1</li> <li>• Activity 3.2.1</li> <li>• Activity 3.2.2</li> </ul>
DAY TWO	AM	<ul style="list-style-type: none"> <li>• Activity 3.1.1</li> <li>• Activity 3.2.1</li> <li>• Activity 3.2.2</li> </ul>	<ul style="list-style-type: none"> <li>• Activity 4.1.1</li> <li>• Activity 4.1.3</li> <li>• Activity 4.1.5</li> <li>• Activity 4.2.1</li> <li>• Activity 4.2.2</li> </ul>
	PM	<ul style="list-style-type: none"> <li>• Activity 4.1.1</li> <li>• Activity 4.1.3</li> <li>• Activity 4.1.5</li> <li>• Activity 4.2.1</li> <li>-----</li> <li>• Activity 4.2.2 (facilitators to complete overnight)</li> </ul>	<ul style="list-style-type: none"> <li>• Activity 4.3.2</li> <li>• Activity 5.1.1</li> <li>• Activity 5.4.1</li> <li>• Activity 5.4.3</li> </ul>
DAY THREE	AM	<ul style="list-style-type: none"> <li>• Activity 4.3.2</li> <li>• Activity 5.1.1</li> <li>• Activity 5.4.1</li> <li>• Activity 6.1.1</li> </ul>	<ul style="list-style-type: none"> <li>• Activity 6.1.1</li> <li>• Activity 6.1.2</li> <li>• Activity 6.1.3</li> </ul>
	PM	<ul style="list-style-type: none"> <li>• Activity 6.2.1</li> <li>• Activity 6.3.1</li> <li>• Activity 6.4.1</li> <li>• Activity 6.4.2</li> <li>• Activity 6.5.1</li> </ul>	<ul style="list-style-type: none"> <li>• Activity 6.2.1</li> <li>• Activity 6.3.1</li> <li>• Activity 6.4.1</li> <li>• Activity 6.4.2</li> <li>• Activity 6.5.1</li> </ul>



## Resource

# Sample workshop agenda

## LONG VERSION

*Don't forget to build in icebreakers, energisers and reflections each day.*

		Community Level 4.5 Days	City Level 5 Days
DAY ONE	AM		<ul style="list-style-type: none"><li>• HCD training</li><li>• Facilitator training</li></ul>
	PM	<ul style="list-style-type: none"><li>• Activity 3.1.1</li><li>• Activity 3.2.1</li><li>• Activity 3.2.2</li></ul>	<ul style="list-style-type: none"><li>• Activity 3.1.1</li><li>• Activity 3.2.1</li><li>• Activity 3.2.2</li></ul>
DAY TWO	AM	<ul style="list-style-type: none"><li>• Activity 4.1.1</li><li>• Activity 4.1.2</li><li>• Activity 4.1.3</li><li>• Activity 4.1.4</li><li>• Activity 4.1.5</li></ul>	<ul style="list-style-type: none"><li>• Activity 4.1.1</li><li>• Activity 4.1.2</li><li>• Activity 4.1.3</li><li>• Activity 4.1.4</li><li>• Activity 4.1.5</li></ul>
	PM	<ul style="list-style-type: none"><li>• Activity 4.2.1</li><li>• Activity 4.2.2</li><li>• Activity 4.3.1</li><li>• Activity 4.3.2</li></ul>	<ul style="list-style-type: none"><li>• Activity 4.2.1</li><li>• Activity 4.2.2</li><li>• Activity 4.3.1</li><li>• Activity 4.3.2</li></ul>

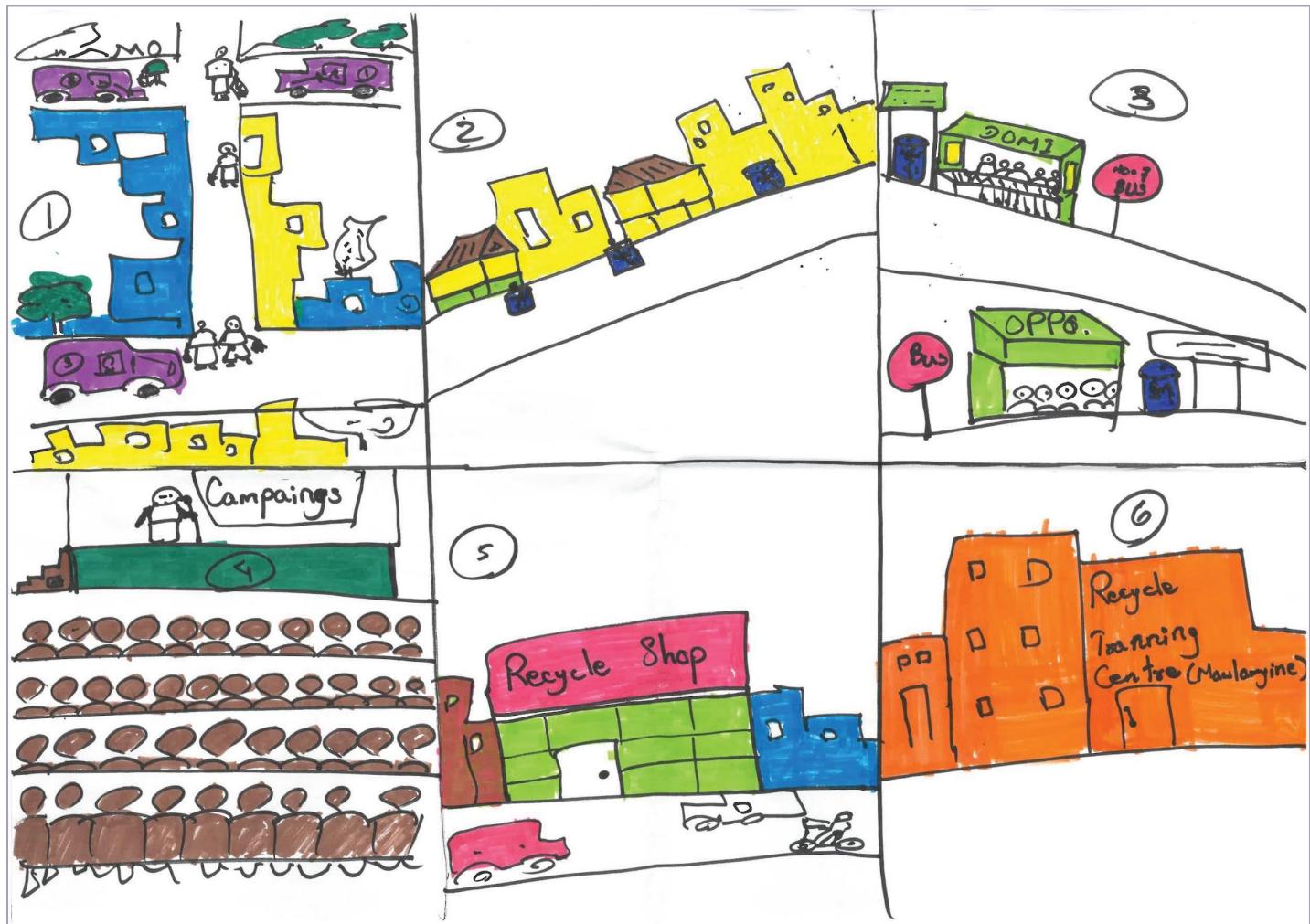
*Consider a gap of a few days here to give the facilitators time to review and evaluate the solutions (see page 42), to organise community / stakeholder interviews for Activity 5.4.4, as well as to give participants a break*

DAY THREE	AM	<ul style="list-style-type: none"><li>• Activity 4.3.2 recap</li><li>• Activity 5.1.1</li><li>• Activity 5.2.1</li></ul>	<ul style="list-style-type: none"><li>• Activity 4.3.2 recap</li><li>• Activity 5.1.1</li><li>• Activity 5.2.1</li></ul>
	PM	<ul style="list-style-type: none"><li>• Activity 5.3.1</li><li>• Activity 5.3.2</li><li>• Activity 5.4.1</li><li>• Activity 5.4.3</li></ul>	<ul style="list-style-type: none"><li>• Activity 5.4.1</li><li>• Activity 5.4.3</li><li>• Activity 5.3.1</li><li>• Activity 5.3.2</li></ul>
DAY FOUR	AM	<ul style="list-style-type: none"><li>• Activity 5.4.4</li></ul>	<ul style="list-style-type: none"><li>• Activity 5.4.4</li></ul>
	PM	<ul style="list-style-type: none"><li>• Activity 6.1.1</li><li>• Activity 6.1.2</li><li>• Activity 6.1.3</li></ul>	<ul style="list-style-type: none"><li>• Activity 6.1.1</li><li>• Activity 6.1.2</li><li>• Activity 6.1.3</li></ul>
DAY FIVE	AM	<ul style="list-style-type: none"><li>• Activity 6.2.1</li><li>• Activity 6.3.1</li><li>• Activity 6.4.1</li></ul>	<ul style="list-style-type: none"><li>• Activity 6.2.1</li><li>• Activity 6.3.1</li><li>• Activity 6.4.1</li></ul>
	PM	<ul style="list-style-type: none"><li>• Activity 6.4.2</li><li>• Activity 6.5.1</li></ul>	<ul style="list-style-type: none"><li>• Activity 6.4.2</li><li>• Activity 6.5.1</li></ul>



## Resource

# Sample storyboards



Sample storyboard



Sample storyboard



Explaining storyboard concept



Resource

# Sample prototypes



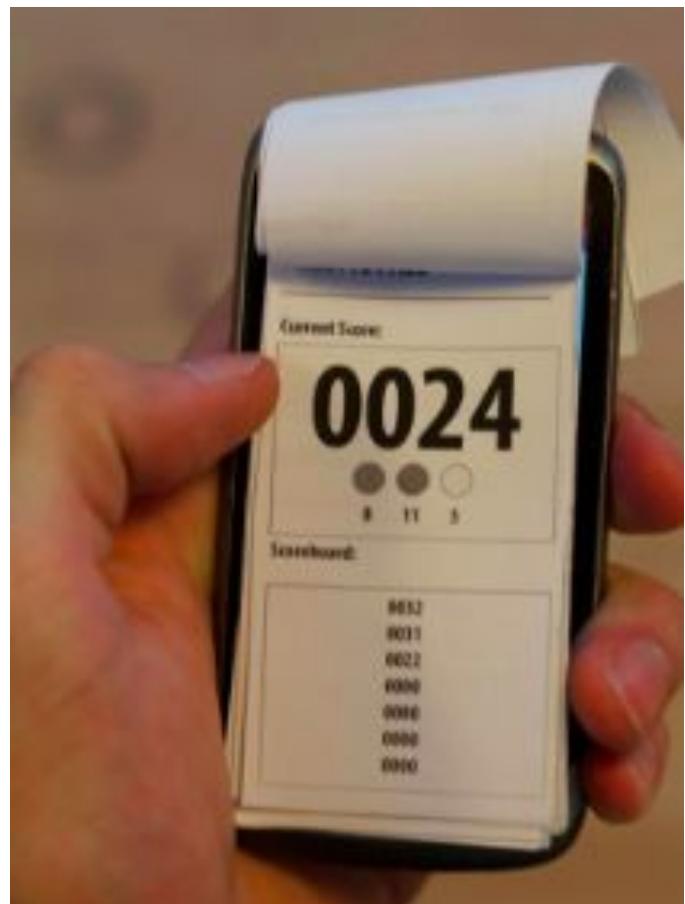
Physical model prototype of a service



Physical model prototype of a seminar



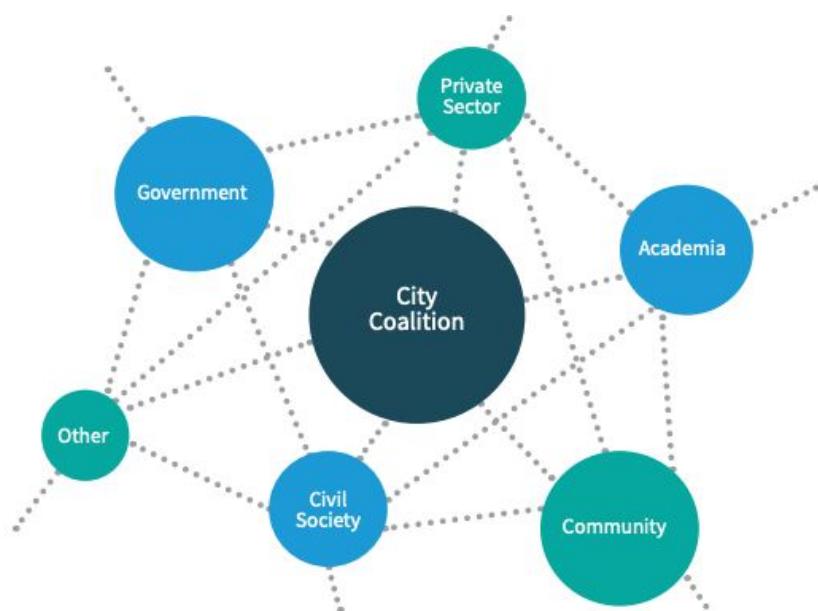
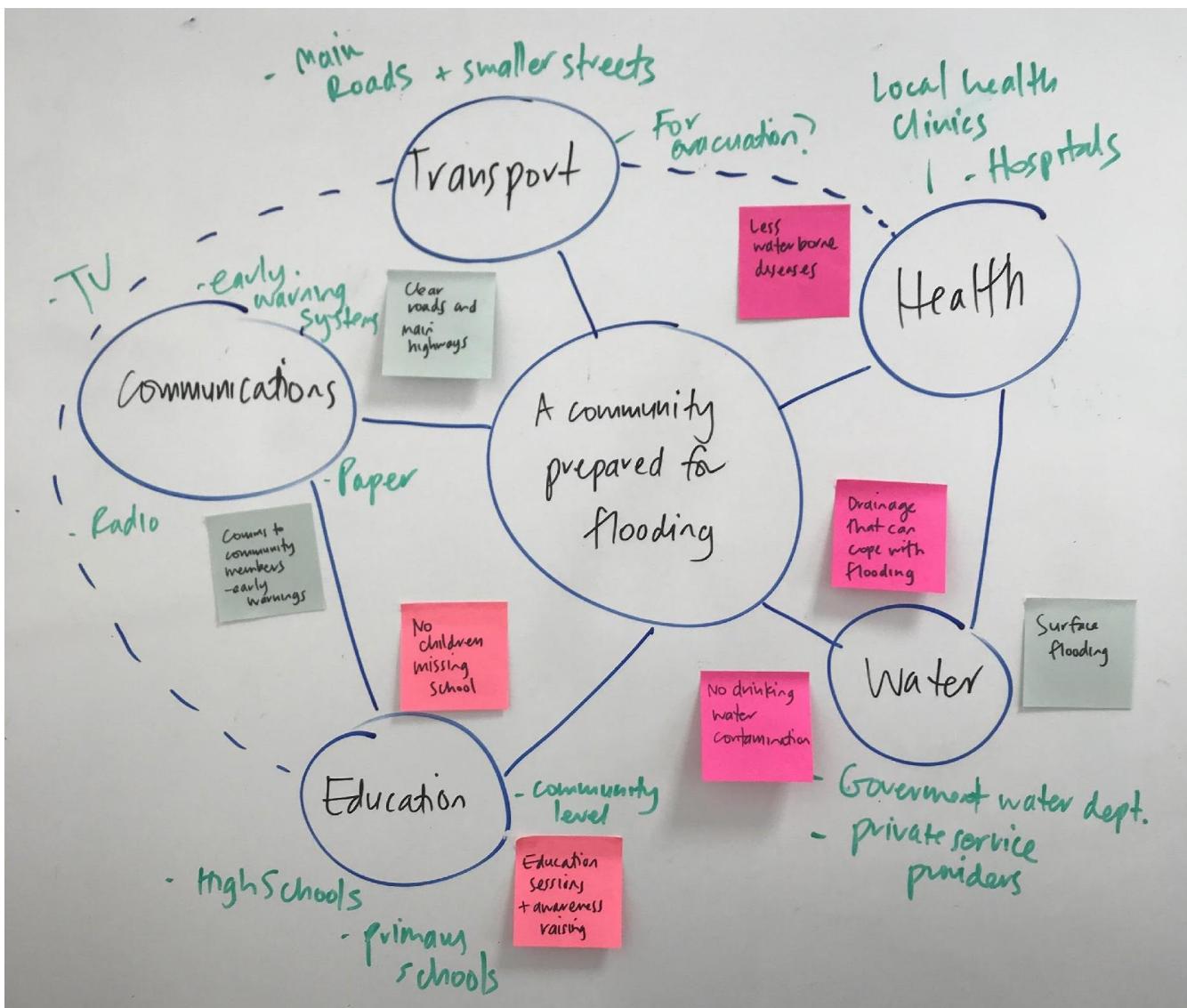
Role play of a service



Prototype of an app



# Sample system maps





# Designing solutions for urban community resilience

A methodology to co-design viable, inclusive and sustainable  
community resilience solutions

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