INNOVATION APPROACHES | The Innovation Facility provides support on:

**ALTERNATIVE FINANCE**
Testing new ways to fund and deliver development outcomes such as social and development impact bonds, pay-for-success systems or equity-based investments of social good projects.

**BEHAVIOURAL INSIGHTS**
Tapping into insights from behavioural economics, psychology, and neuroscience to understand how humans behave and make decisions to design evidence-based interventions.

**CHALLENGE PRIZES**
Encouraging ideas, often from unusual sources, and awarding prizes to the best solutions through an open process.

**CROWDFUNDING**
Engaging digital tools to raise financing by mobilizing individuals for a new or existing business venture, a creative project or a charitable project.

**CROWDSOURCING**
Collecting community inputs to spot trends and solve problems.

**FORESIGHT**
Exploring multiple future scenarios and designing more adaptable and resilient plans.

**GAMES FOR SOCIAL GOOD**
Leveraging games to enhance civic learning and facilitate behaviour change.

**HUMAN-CENTERED DESIGN**
Starting solution design with the needs of the user, including prototyping and iteration cycles in project design.

**INNOVATION CAMPS**
Bringing diverse actors together, usually for an event, to specify development challenges from a user perspective and to generate testable solutions.

**INNOVATION LABS**
Bringing diverse actors together, usually on an ongoing basis, to generate testable solutions to a set of development challenges. Labs can be hosted within Governments, with private sector partners and/or academia.

**MICRONARRATIVES**
Transforming stories from users to quantitative data through a standardized system to inform decision-making.

**NEW AND EMERGING DATA**
Harnessing a mix of new digital and analog data sources to enhance decision-making. This includes drawing on big data to better analyze, visualize, and communicate trends and patterns.

**REAL-TIME INFORMATION SYSTEMS**
Utilizing mobile devices and other ICT to enhance information collection to spot trends and inform decision-making.

Using quantitative and qualitative data to gain insight into real-time societal issues and changes. This can include data from unmanned aerial vehicles.
Social Innovation Hub in Skopje

- **PRV.mk**
  A new app that brings all the latest job openings directly to your mobile

- **Youth App**
  Web portal for collaboration among FCSE students and companies that offer internships

- **Crime map of Macedonia**
  Displays the criminal events from the documents published by Ministry of Interior Affairs and onto a map

- **Disaster Risk Reduction platform**
  The app provides access to detailed information about dangerous events
Пребарувајте из 1569 огласи распределени во 80 општини во Македонија

Што, каде?

отворени места за пракса, работа, волонтирање
An app that helps you make greener travel decisions
Disaster Risk Reduction platform

Mobile application that provides access to detailed information about dangerous events in Macedonia.

Download now!
PROJECT CYCLE HACKERS KIT
Changing the conversation around your projects
What is Positive Deviance and when and how to use it

Positive Deviance is one of a number of asset-based approaches to change. It is based on the observation that in every community, there are a few people, the positive deviants, who have managed to cope with apparently intractable problems within the same resources as their peers.
Positive Deviants

In all communities there are individuals or groups whose unusual behavior makes it possible to find better solutions to problems than their peers - even though they have the same constraints and resources.
The secret sauce of Positive Deviance

Small things that some people do

That most people don’t do,

which make a BIG difference
<table>
<thead>
<tr>
<th>Traditional approach</th>
<th>Positive Deviance</th>
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</thead>
<tbody>
<tr>
<td>Management driven – top down</td>
<td>Employees and citizens initiate change – bottom up</td>
</tr>
<tr>
<td>Expert based and best practice</td>
<td>Employees and citizens identify already existing solutions</td>
</tr>
<tr>
<td>Problem focus</td>
<td>Assets and possibilities</td>
</tr>
<tr>
<td>Logic driven</td>
<td>Learning driven</td>
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<tr>
<td>Think – then act</td>
<td>Practice – then think</td>
</tr>
<tr>
<td>Resistance</td>
<td>Engagement</td>
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The PD inquiry process typically has 4 stages

1: Picking the right problem (define)
   • A number of wicked challenges are present and there is a need to (re)frame, so the relevant communities agree on the problems that need to be address during the inquiry process.
   • Formulating an invitation so people can join the inquiry process and considering who else should be at the table.
   • Community members work on defining (reframing) concrete and measurable problem statements and decides what problems to work on.

2: Determining the norm (determine)
   • Mapping typical situations (every day things people do that leave the problem existing) .. in order to be able to determine the deviant behaviours in stage 3.

3: Discovering the deviant behaviour (discover)
   • “Flipping” the problems and ask if there is anyone, who has behaviours that work well?
   • Looking for social proof.
   • Investigating the “what and the “how” in what these people do.

4: Training and implementing the deviant behaviours (disseminate)
   • Deciding on data points that should be monitored to ensure progress.
   • Acting our way into a new way of thinking by letting the positive deviants train their peers.
   • Leadership training and reflection to ensure sufficient staff support.
Improved Nutrition in Vietnam (1990 – Doctors without borders)

- In six months:
  - 40% of children rehabilitated
  - 20% from severe to moderate malnutrition

- In two years:
  - 93% of children rehabilitated
MRSA reduction in hospitals

- 33% to 84% reduction in MRSA infection rates
- Proper gown and glove use by staff increased from 68% to 94% - an improvement of 39%
- Proper hand hygiene precautions upon entry to patient rooms rose 95%, from 41% to 80%

Methicillin-resistant Staphylococcus aureus (MRSA) is a bacterium that causes infections in different parts of the body. It's tougher to treat than most strains of staphylococcus aureus -- or staph -- because it's resistant to some commonly used antibiotics.
How can this be connected to the refugee and migration crisis?
Was everything going smooth? What were the biggest problems we faced?

Lack of coordination – slow movement at borders, slow delivery of help
Xenophobia – local population was scared and didn’t like the people on the move
Lack of official status of migrant/refugee population
In every community there are a few individuals or groups whose uncommon but successful behaviors and strategies have enabled them to find better solutions to problems than their peers, with the same resources. This tool helps you shift your attention from problem space to solution space by identifying the "unusual suspects" to learn from their solutions.

<table>
<thead>
<tr>
<th>PROBLEM SPACE</th>
<th>SOLUTION SPACE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Challenge</strong></td>
<td><strong>Search strategy</strong></td>
</tr>
<tr>
<td>What is the issue that you are trying to solve?</td>
<td>In what places, communities, or networks are you going to look for actors who successfully tackled the problem with uncommon approaches?</td>
</tr>
<tr>
<td><strong>Common behaviours</strong></td>
<td></td>
</tr>
<tr>
<td>What are currently common behaviours or strategies to address this problem?</td>
<td>How might you mobilise the community to identify the deviants themselves?</td>
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<tr>
<td><strong>Why are these behaviours or strategies ineffective?</strong></td>
<td><strong>Positive deviants</strong></td>
</tr>
<tr>
<td></td>
<td>When you look at the wider community, who has already solved the problem?</td>
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<td></td>
<td>How might you use these approaches to your challenge?</td>
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</table>
Explore a day in the life...

This tool helps you to understand what a day in the life of your interviewees look like by mapping out their activities throughout one day. Build empathy by learning about their routines and precious moments.

Instructions:
Start with the following questions:

1. Yesterday, what time did you wake up?
   Plot this time next to the alarm clock.

2. What did you do after getting up?
   Plot this activity on the dial.

3. And what did you do next?
   Plot that on the dial, as well.

4. Repeat question 3 until it’s “bedtime”.

5. After mapping out all activities you might follow up on things that intrigued you during the interview. Try to dig for stories,
What were few NGOs and individuals doing differently?

1.) Border registration
2.) Coordination and communication:
   a.) food and employment for local villagers (also curbing xenophobia)
   b.) Whatsapp group - numbers of people traveling through the country