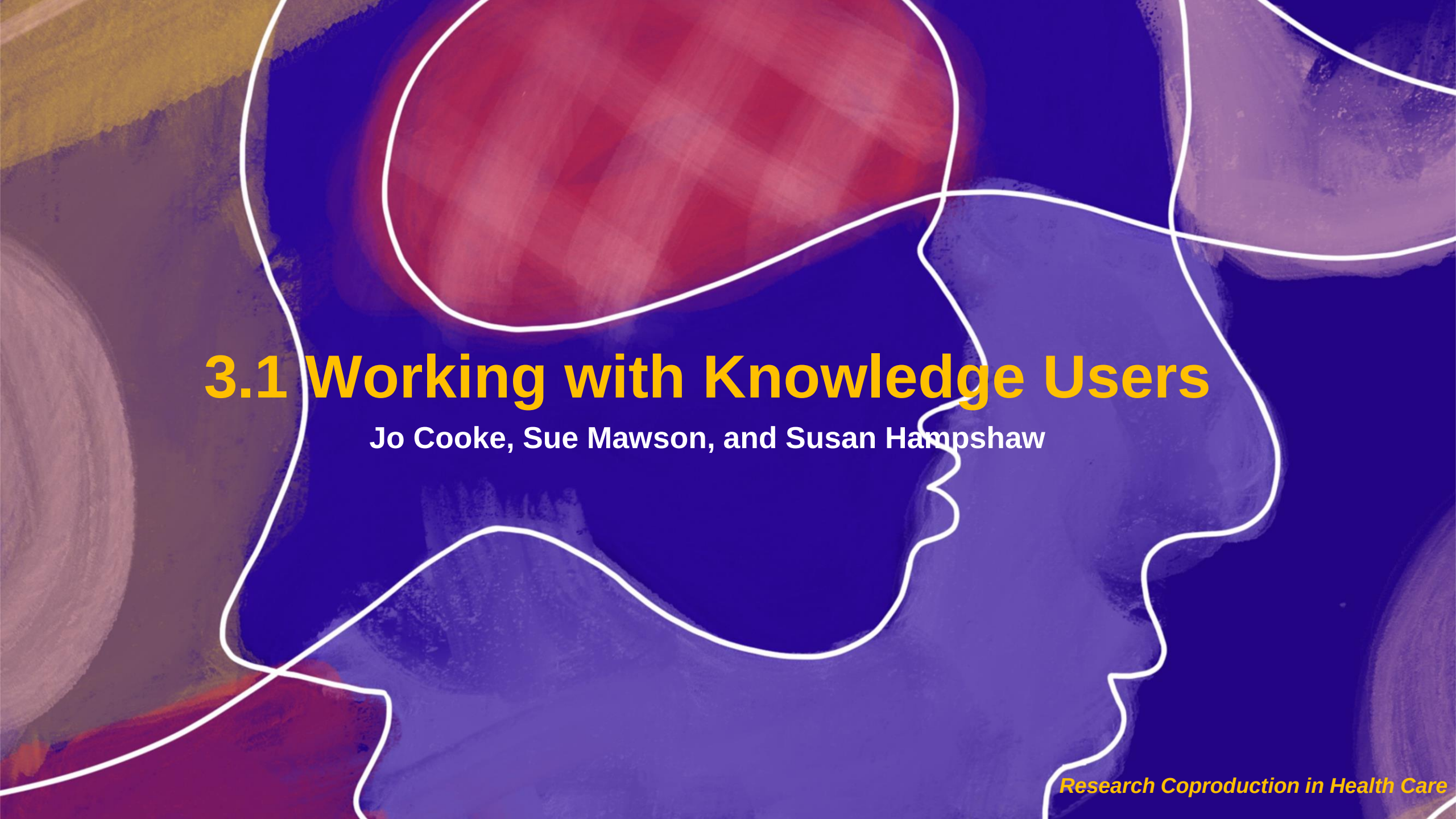




3.1 Working with Knowledge Users

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Overview

In this chapter we describe how to establish coproduction at the beginning of your collaboration journey.

- First, develop an environment that supports coproduction at programme and project levels drawing on knowledge users' and researchers' experience in a long-term collaboration.
- At a programme level: build an architecture that enables coproduction, supports capacity building and boundary spanning, and promote a leadership style that makes best use of flexible resources.
- At a project level: we describe how to initiate coproduction in two different contexts. One is based in local government working with a design team, and the second in an international collaboration between healthcare partners, academics, and a medical-tech company.

Key learning points for practice from our joint experience.

- Focus on building relationships that ‘work’ and build in time to do this.
- Move by small steps and iterations: remember this takes time to happen.
- Relationship activity includes:
 - identifying joint priorities and appropriate coproduction methodologies; and
 - developing a shared vision of the project/ programme to ensure mutual benefit.
- Be prepared to be nimble, honest and reciprocal in your behaviours.
- Listen throughout the process, and act on what you say you will do.

Key learning points

- Plan to develop research capacity to sustain coproduction in the research and knowledge user workforce.
- Develop boundary spanning skills in both researchers and knowledge users. This is best achieved through experiential learning.
- Focus on impact from the start. Where possible plan to develop actionable outputs that are coproduced using local embedded knowledge, and include a budget to develop these.
- You may need to think of developing formal agreements, particularly when working with industry partners, and confirm intellectual property (IP) issues where appropriate at the beginning of the project.