**Future-Ready Society Conference Series:
Learning Journey 4 – How to Design Systems that
Harness Collective Intelligence**

Tuesday, 10 September 2024, 9.00 am – 11.00 am (Singapore Time)
Online via Zoom

PROGRAMME

8.45 am – 9.00 am	**Registration**
9.00 am – 9.10 am	**Welcome Remarks** Dr Dilum Wewalaarachchi Research Fellow Institute of Policy Studies
9.10 am – 9.55 am	**Harnessing Collaboration: Innovative Methodologies for Social Challenges** Mr Robert Laubacher Executive Director and Research Scientist MIT Center for Collective Intelligence
9.55 am – 10.15 am	**Sharing by Discussants** Mr Steve Loh Executive Director Lien Centre for Social Innovation Dr Natalie Pang Associate Professor, Head of Communications and New Media Department (CNM), and University Librarian National University of Singapore
10.15 am – 11.00 am	**Question-and-Answer**
11.00 am	**End**

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SYNOPSIS

Collective intelligence is created when people collaborate, often with the aid of technology, to gather and utilise diverse information, ideas and perspectives to tackle complex social challenges. In this learning journey, participants will explore such innovative methodologies from two real-life examples.

The Collective Intelligence Design Lab of MIT's Center for Collective Intelligence helps groups design innovative kinds of collectively intelligent systems, what they call "superminds" to solve important problems. They are not just focused on using new information technologies, but also on how to organise people in new ways so that the superminds of people and computers together can solve problems more intelligently. They have created a [Supermind Design Primer](#) that gives an overview of their approach.

NESTA is UK's social innovation agency, and its Centre for Collective Intelligence Design creates tools and projects that allow communities to respond collectively to challenges. The centre works with organisations to help them understand where and how collective intelligence approaches can address problems they are addressing. The centre enables diverse voices to be heard, and for people with different interests and preferences to find common goals. One of its resources include the [Collective Intelligence Design Playbook](#).

Through case studies and discussions, participants will gain insights to how collective intelligence can be applied in different contexts, fostering diverse voices and common goals.

BIOGRAPHICAL NOTES

Robert LAUBACHER is Associate Director of the MIT Center for Collective Intelligence (CCI). His work examines how the rise of the internet and recent progress in artificial intelligence (AI) allow for innovative new ways of organising work. He is a member of the team behind Supermind Ideator, a software platform that combines generative AI with a CCI-developed methodology for designing more effective human-computer groups. He has published articles in academic journals, *Harvard Business Review* and *Sloan Management Review*, and co-edited *Inventing the Organizations of the 21st Century* (MIT Press, 2003). Mr Laubacher earned an undergraduate degree from Northwestern University and completed a master's degree and doctoral coursework at Harvard. He also executive produced two independent feature films, *Home Before Dark* (1996), winner of the jury prize at the Hamptons International Film Festival, and *American Wake* (2004), the premier selection in WNET's Reel 13 series.

Steve LOH is the Executive Director of the Lien Centre for Social Innovation at the Singapore Management University. He has invested his last decade-and-a-half into pioneering long-term, sustainable solutions to critical needs in a wide range of communities. From Singapore to Papua New Guinea (and several nations beyond), Steve seeks out evidence-based social issues and solutions to innovate bespoke initiatives that leave a legacy of positive impact. Before joining SMU, he served as CEO of the YMCA of Singapore, overseeing youth-focused initiatives and social enterprises. His career spans international ventures, social services and media, with expertise in management, governance and business restructuring, emphasising people value and development. He has held leadership roles at Youth With A Mission (YWAM) and Mercy Centre, directing YWAM Training and YWAM Medical Ships.

Natalie PANG is Head and Associate Professor at the Communications and New Media Department (CNM), and concurrently University Librarian at NUS Libraries at the National University of Singapore (NUS). She is a researcher and educator in digital citizenship and well-being, and digital humanities. She works on translation research with government and intergovernmental agencies, tech companies and non-profits. She serves as a member of the Media Literacy Council (MLC) and is Special Advisor to the Digital Information Literacy Community of Practice at the National Library Board. Internationally, she serves as a member of the UNESCO Inclusive Policy Lab, an expert in the Pacific Forum Women Experts Directory, and as Global Fellow at Missions Publiques.