**Tell me a bit about yourself?**

**How are you involved with the Red Cross?**

My name is X. I got involved with the Red Cross when I was 16 years old as a volunteer in the youth department. I started with Colombian Red Cross in the ‘Valle’ branch.

**How did you benefit from previous Red Cross digital engagements you took part in?**

These activities allowed me to grow so much at the professional level. Not from a traditional job point of view, but from a different strategic vision. You know, different ways of working, understanding better how it works from an organisational level.

It has been extremely rewarding from a personal level because you end up meeting people vastly different, from different contexts; you would have never come across with them in your life otherwise. Most of all, contributing with your knowledge and realising that, despite the contexts being so different, at the end of the day, we all share the same challenges. The same volunteering challenges are faced here in Cali as in Lebanon, Zimbabwe, Nepal. And that is why I really like these [*digital engagements*].

**What motivated you to participate in TalkFutures?**

Most of all, learning something new. I loved the motive behind this initiative, the idea that anyone could contribute to the construction of a global strategy. I have never seen anything like this before. It wasn’t an improvised process but really well planned from the beginning. Things like testing the platform and running pilots to really add value to the roles that any volunteer, at the local level, could play. It is not merely listening to the voices of the decision makers but *[the voices of]* any person. This enriches a lot the possibilities that the strategy offers.

**What role did you pursue?**

I chose two, but unfortunately due to lack of time, I could only undertake one. The research investigator was the one that really attracted me and wanted. Then the innovation correspondent, that was the one doing the interviews, was the one I was able to take.

The first one appealed to me a lot because of that exercise we did before *[WhatFutures]* when we were able to analyse data, write about what trends are moving into the future, all of that was very exciting and I liked it a lot. But, unfortunately, it *[this campaign]* overlapped with a very busy period and I was not able to give my time and take this role.

The other was the innovation correspondent, recording interviews, that I also enjoyed. This one I was able to do.

**Tell me more about your experience as innovation correspondent.**

I liked this role a lot. In the beginning, it was a bit difficult to understand the platform. Unfortunately, it didn’t give you the option of editing or deleting what you recorded. My first interview in particular turned out with a lot of mistakes. I really loved being able to capture others’ visions and see through their experiences how they perceive the institution, for example the challenges they face. Despite very punctual things from the platform like not being able to delete or things like that, I don’t recall… Oh, I now remember I wanted to interview people or members external from the institution, but I was not able because of their lack of time.

I found it challenging concentrating and being active in the conversation, and being able to ask the questions strategically to extract the best of the interviewee, while managing the platform. For example, I moved on to the next question, but I forgot to tap on the question to change it. This is understandable, as an interviewer you want to make the most out of the interviewee and their point of view; you can forget a small detail like tapping on the question.

**What was your initial perception of TalkFutures?**

§  **Now you have been through this process, how do you feel about TalkFutures now?**

In the beginning, I didn’t have high expectations, in the noble sense of the term, because in the end it was only piloting a platform. However, after a while, when I realised about the reach, I liked it a lot. My perception, in general, is highly positive. As I was saying, it is not normal that an organisation bothers wanting to listen and having the points of view about critical topics at all levels… erasing access barriers to participate in these processes. It was a sort of institutional pride, I liked it a lot.

**When you were interviewing/commenting, what was the main finding that you wanted to share with the IFRC?**

There was a moment when one of my interviewees spoke about some humanitarian challenges that I have never considered, that I never thought about, could affect us in the future. I think that this person’s contribution was highly valuable.

**Was there a moment when contributing to a task that you felt a sense of community or pride?**

Let say yes, but not as part of this exercise. Because these are people who I already know with whom I work constantly with. So that sense of community I already had it from before. In my view, if the task was to interview people in other places it would have generated that transference and this empathy.

5. You created 3 interviews with an average length of five minutes.

o Tell me what your interview process was

I took into account three things. First, I considered their role. Second was their background. I mean that they had relevant precedents, for example, one of them had a lot of experience from outside with the private sector. He is a young person who has created his own company. I wanted to have this vision from outside of Red Cross, despite he is part of the movement as a volunteer. I tried to diversify from the point of view of the contributions they could bring.

o Do you think that the mobile app (TalkFutures) added value to this process? If so, in what ways?

Of course, totally, because it allows you to… it is a tool very easy to use. Obviously, it has its minor details that are hard to adjust to, but generally speaking it is a very useful tool. I liked that it’s easy to use and without it; it would have not been able to capture fully, let’s say, useful information for a research process due to the territorial ambitions of this project that you ambitioned as a global engagement. Definitely without this tool this [project] wouldn’t have been possible.

The element of global participation and the infrastructure around it. It was clear from the beginning what you [IFRC] wanted to know and this as an interviewer eases a lot the process so we do not deviate to other topics.

As a research tool I loved it. It seems to me practical, simple, useful, applicable and that yields the information that in my humble opinion is what you [IFRC] were looking for.

1. How do you really feel that your contributions helped the Strategy 2030 process?

To me, the themes on fourth industrial revolution and the transformation of social structures and conflicts were the two things that were less considered now within our ordinariness. But the ones that will have more impact in the future and therefore the ones the institution has to prepare the most for very quickly. The incorporation of artificial intelligence, new technologies and breakthroughs in health… I mean all the progress humanity is making tremendously quickly. This will generate new humanitarian challenges, new dynamics, for instance the potential job losses, how education needs to change to adapt to the challenges of the fourth industrial revolution... all these things we don’t consider in our daily activities, but they will start affecting us and as an institution we shall adapt and look forward.

• Are there any ways that you would like your contributions to be used?

In my view, strategic documents per areas. I mean, being able to contextualise the information. You [IFRC] have just made an exercise “divergent”. There are many ideas and contributions, there are many new aspects. Now it is the time for a convergence process where you will have to organise according to categories these ideas and contributions. So having thematic documents that could be used at all different levels of the institution and beyond. We should be able to say “this is the Red Cross vision in humanitarian terms”, “this is the Red Cross vision in social terms”, and so on. These documents can then be read at the local level and it is no longer just a robust document. Henceforth three or four simple conclusions we can generate new local dynamics so we can think of new solutions and new ideas being clear with the possible changes in our context. With all this information you should construct documents simple and well-structured with clear conclusions and easy to read that could be used… don’t wait till you have the whole strategy 2030 that shows all the landscape and guiding principles rather having all the background and motive behind each one of them.

**Why you contributed to this campaign?**

First of all, because I consider that it is important to contribute to the creation of a global strategy – most importantly – from a local perspective. I think it is important that in the new contexts, it is taken into account… In the end, what really matters is the needs of communities on the ground at the lowest local level. Being able to contribute from this kind of vision, I think is necessary. Also, I really like this topic… I really like the theme of thinking ahead in the future, analyse contexts, foresee how can we adapt, how do we need the Red Cross to be tomorrow, etc.