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# Crafting Resilience: The Role of Craft-Based Service Design in Times of Polycrisis

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## ABSTRACT

In times of polycrisis — where multiple social, economic, and environmental crises are overlapping — heritage-based service design offers an opportunity to build communities and empower their identities while helping them adapt to economic conditions. As such, this is a good method of coping with the negative consequences of polycrisis. This paper presents a case study analysis of the Craft School in Cieszyn, Poland, as an innovative approach to overcoming systemic uncertainty. Based on the analysis, interviews, and observation, the author demonstrates that craft-based service design may be a way of creating a shared experience and history in a community, which strengthens social ties and builds resilience. The applied service design process made it possible to define the needs of the Craft School participants and, consequently, prepare a relevant curriculum. In effect, the students not only acquired a variety of craft-related skills but also developed strategies that allowed them to face the challenges of the polycrisis situation. The study results highlight the potential of service design in the area of living heritage as a tool that can support individuals and communities in unstable times.

## KEY WORDS

Living heritage management, craft, service design, resilience, polycrisis, community building

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