

Design Thinking Process



Calgary Board
of Education

Discovery/ Empathy

Find deep & meaningful needs through observing & engaging

- What needs to change & how much? What can change?
- Who's involved? How do they think & Why? What do they want & Need?

Interpretation/ Define

Reframe needs & insights into actionable problem statements

- Analyze what has been learned about the problem, where it takes place & who is involved
- Use role play & models
- Create "(User) needs a way to (Verb) because..." statements

Ideation

Generate Volume & Variety of Ideas

- Brainstorm individually & collaboratively
- Diverge
- Choose constraints & then remove them to enrich ideas

Experimentation/ Prototype

Visualize possible solutions by trying them out

- Create a prototype of a service, solution, or product
- Converge
- Use different user groups' points of view to "test drive"

Evolution/ Test

Communicate with users to gain feedback & refine solutions

- Use feedback and observations to evolve a solution

Problem finding

Problem Solving

Solution Testing

References:

<http://blog.carneysandoe.com/infographic-designing-service/> · <http://www.designthinkingforeducators.com> · <http://www.dschool.stanford.edu> · <http://innovationdiscoveries.blogspot.ca/>

Design Thinking Mindsets



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Embrace Ambiguity

Be okay with not knowing the outcome.
Trust that you'll get where you need to go.

Empathy

Put yourself in the shoes of your user. Your user can be students, parents, or other educators.

Human-Centred

We are most concerned about the human user and experience. We think about people.

Iterate

Accept that No solution will be the answer. Iterating based on user feedback keeps us responsive, nimble, and focused.

Learn from Failure

Failure is an important part of learning. We must fail to learn how to iterate next.

Mindful of Process

Knowing where you are in the design process helps you know where you need to go next.

Optimism

Expect that there will be a good outcome. When we focus on what could be, rather than what stops us, we find more and better solutions.

Radical Collaboration

We are always better together than we are apart. Seek out people, both expected and unexpected, to collaborate with.

Thought to Form

Take ideas out of the realm of the brain and put them in the realm of the hands. Making ideas real reveals much more than theory ever can.

References:

<http://dschool.stanford.edu> · <http://www.designkit.org>