DESIGN THINKING FOR EDUCATION

@Ryan_Schubart
Ryan.Schubart@Vbschools.com
#VASCDDTT

TODAY’S MEET
http://today.io/19g9l
LEARNING INTENTIONS

- Understand and be able to implement the 5-step design thinking process

- Identify areas in your own work that would benefit from use of design thinking
PROBLEM:

I can’t get to work on time.
**DESIGN THINKING**

- **Empathize**
  - Learn about the audience for whom you are designing, by observation and interview. **Who is my user? What matters to this person?**

- **Define**
  - Create a point of view that is based on user needs and insights. **What are their needs?**

- **Ideate**
  - Brainstorm and come up with as many creative solutions as possible. **Wild ideas encouraged!**

- **Prototype**
  - Build a representation of one or more of your ideas to show to others. **How can I show my idea? Remember: A prototype is just a rough draft!**

- **Test**
  - Share your prototyped idea with your original user for feedback. **What worked? What didn’t?**
1. EMPATHIZE

Seek to understand through asking questions, engaging in deep listening, and paying attention to verbal and non-verbal feedback.

empathy (n.) [em-puh-thee]

The ability to be one with the feelings of another.
The 5 Whys process
2. DEFINE

Reflect on what you heard and then define the problem/challenge.

If you define the problem correctly, you almost have the solution.

— Steve Jobs —
3. IDEATE

- Generate many possibilities without judging them.
- Go for quantity of ideas, not quality.
- Educators are often quick to criticize and then we are hesitant to give creative possible solutions.

In the beginner's mind there are many possibilities, but in the expert's mind there are few.

Shunryu Suzuki
4. PROTOTYPE

- Value your money, effort, and time
- Try things out before big commitment
- Fail early, quickly, and cheaply
5. **TEST**

- Try out your prototype.
- It’s now OK to criticize.
- Don’t take the criticism personally. The focus is on the best solution.
- Constant feedback; take it back to your end users

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**Good Feedback is GOLD**

**IT’S NOT ABOUT YOU.**
Your Mission: Redesign the gift-giving experience ... for your partner. Start by gaining empathy.

1 Interview
8min (2 sessions x 4 minutes each)

Notes from your first interview

2 Dig Deeper
6min (2 sessions x 3 minutes each)

Notes from your second interview

Switch roles & repeat Interview

EDUCATIONAL
Reframe the problem.

3 Capture findings  3min

Goals and Wishes: what is your partner trying to achieve through gift giving?
*use verbs

Insights: New learnings about your partner’s feelings and motivations. What’s something you see about your partner’s experience that maybe s/he doesn’t see?*
*make inferences from what you heard

4 Take a stand with a point-of-view  3min

[Diagram]

Partner’s name/description

needs a way to

user’s need

because (or “but…” or “Surprisingly…”)
[circle one]

Insight
Ideate: generate alternatives to test.

5 Sketch at least 5 radical ways to meet your user’s needs. 5min

write your problem statement above

6 Share your solutions & capture feedback. 10min (2 sessions x 5 minutes each)

Notes

Switch roles & repeat sharing.
Iterate based on feedback.

7 Reflect & generate a new solution. 3min

Sketch your big idea, note details if necessary!
Build and test.

8 Build your solution.
Make something your partner can interact with!

9 Share your solution and get feedback.

- What worked...
- What could be improved...

? Questions...

! Ideas...

7min
8min (2 sessions x 4 minutes each)
DESIGN THINKING PROCESS

1. Empathize
2. Define
3. Ideate
4. Prototype
5. Test

FLARE!
HOW MIGHT WE...

REDESIGN THE LIBRARY?

IMPROVE OUR MASTER SCHEDULE?

CLOSE THE ACHIEVEMENT GAP?
DESIGN THINKING TAKEAWAYS

• Put yourself in the end user’s shoes - Empathize
• Get to the heart of the problem — 5 Whys
• Think like a beginner
• Forget the rules
• Quantity not Quality
• Don’t tell me… SHOW ME!
• Feedback is the gold! It’s not about you!
• Do it all again
DESIGN THINKING RESOURCES

- 90 minute crash course from d.school
- IDEO – 60 Minutes Story
- David Kelley on Creative Confidence
- IDEO tool kit for educators
- Design Thinking movie
HOW WILL YOU USE DESIGN THINKING?

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Questions? A-ha Moments
Concerns? Thoughts?
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