21ST CENTURY EMPLOYABILITY SKILLS
ANALYSIS-SOLUTION MINDSET
BONUS LESSON: DESIGN THINKING PART 2
The Primary Attributes (Traits) of Analysis/Solution Mindset:

- Considering different viewpoints and putting effort into understanding why information may be presented in a certain way.

- Looking at the bigger picture of the work situation, community, or society when solving problems.

- Examining information and data using critical thinking skills.

- Taking time to think about different ways of solving a problem and testing out ideas to see which one is best.
Outcomes: Use Design Thinking to Practice the Attributes of Analysis/Solution Mindset:

- Demonstrate an understanding of design thinking concepts:
  
  Empathize, Define, Ideate, Prototype, Test

- Apply the design thinking process to develop human-centered solutions to challenges.
What is Design Thinking?

- Design thinking is a mindset
  - Places people at the center of the design process
  - Bias toward action
    - Engage with users
    - Collaborate, ideate, iterate
    - Generate prototypes
What is Design Thinking?

- Working forward from empathy, the design thinking process relies on ideation, prototyping and iteration in the search for solutions.

- Can be used to develop products, and to design/redesign places, processes and programs.
Stanford University’s d.school lays out the following steps in the Design Thinking Process:
Step 1: Empathize

- Developing empathy is the first step in the process
  - Creating meaningful solutions starts with an understanding people’s needs
  - Empathizing is the root of human-centered design
- Can include interviews, fieldwork, and other methods of gathering data and stories to better understand the needs of others
Step 1: Empathize - Strategies

- Fieldwork - Talk to and observe people in their environment, workplace, or school

- Look for workarounds and adaptations – the things people do to make their environments better serve their needs

- Take pictures and document thoughts and impressions for later definition and analysis
Step 1: Empathize - Strategies

- Have a conversation
  - Ask open-ended questions
  - Dig deeper - for stories, feelings, emotions, motivations
  - Keep asking “why” to test assumptions

- Consider “extremes,” people who...
  - Are deeply involved in your topic
  - Know nothing about it
Step 2: Define

The goal in the Define step is to develop a problem statement.

- Synthesize findings as Needs and Insights
  - Needs – verbs that describe what your subject is trying to do
  - Insights – learnings about your subject’s worldview and feelings that might guide solutions
Step 2: Define

- Develop a problem statement
  - State the specific challenge you are going to address
  - Your problem statement should be:
    - Short
    - Specific
    - Meaningful
    - Actionable
Step 3: Ideate

- Brainstorm ideas for solutions to address your problem statement
  - Sketch as many ideas as possible
    - See if you can use pictures only, no alpha-numeric characters
  - Don’t evaluate yet - quantity, not quality!
Step 3: Ideate

- Share your solutions and capture feedback
  - Spend time listening
  - Try not to defend ideas
- Iterate – generate a new idea or variation based on feedback
  - Pick the idea that resonated most with your partner and refine it
Step 4: Prototype

- The goal of the Prototype step is to create something tangible for your partner to engage with and react to.

- Create a physical prototype:
  - Low-resolution
  - Sketches, paper, cardboard, playdough

- Ok to focus on one part of the overall solution.
Step 5: Test

- Have your partner engage with your prototype
- Avoid the urge to “sell” your solution
- Instead, listen openly for feedback
Step 5: Test

- Record your partner’s feedback, and any additional ideas for improvements

  - What worked?
  - What could be improved?

  - Questions?
  - Ideas!
Design Challenge: Redesign the resume experience for your partner.

- The traditional “resume” as just one of many possibilities for presenting information to employers
- Your goal is NOT to write a resume for your partner, but instead to design a creative solution that will help your partner present their unique skills, abilities and experiences to potential employers.
Design Thinking Debrief

- How does engaging with a real person and testing out prototypes change the way you think about a problem?
- If you had it to do over again, what would you do differently?
- How can you apply design thinking to address work, school and life challenges?
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