21st Century Employability Skills

Analysis-Solution Mindset

Lesson 2: Design Thinking
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.
This Lesson Uses Design Thinking to Practice the Attributes of Analysis/Solution Mindset:

- Achieve an understanding of design thinking concepts.
- Identify examples of design thinking as it relates to your academic goals.
- Develop an action plan to practice design thinking and come up with real world solutions.
Human Centered Design

- Human Centered Design Video
  https://vimeo.com/106505300
New Workplace, New Approach

- In the Self-Managed workplace, workers need strategies to solve complex problems on their own.
- Workers need strategies to approach complex problems on a day-to-day basis.
- Design Thinking is a strategy to approach challenge through a solutions lens.
What is Design Thinking?

- Designers have traditionally employed design thinking to create new products and to design buildings.
- It's a process of deep reflection and empathy, prototyping, learning from flaws, and then redesigning accordingly.
- The process is being applied to solve many kinds of problems, not just creating things.
Steps of Design Thinking

According to the nonprofit organization Ideo.org, Human-Centered Design consists of three steps:

- Inspiration
- Ideation
- Implementation
Ideo.org provides tips on practicing design thinking for everyday life and in your work

http://www.designkit.org/methods/36

One strategy is to role-play so you can “stand in the shoes” of clients, coworkers, or anyone you are assisting in developing solutions

Partner up. You can write out the role-play, describe it, or act it out.

Your challenge:

Buildings downtown keep getting covered in graffiti. As soon as they are painted over, new ones appear. You and your team have been hired to think of solutions. You have to try them out by the end of the week.

What do you do? Be creative!
Challenge:

There can be numerous barriers to succeeding in your educational goals, including those that might influence your ability to complete the requirements to earn a certificate or degree.

Start with a discussion in your group to list some of those barriers. Decide as a team what one or two you want to focus on. Then practice applying a design thinking approach to come up with possible solutions.
Use the handout to follow the Design Thinking Steps to creating solutions:

- Inspiration
- Ideation
- Implementation
Implementation Proposals

- Each group delivers a 90-second pitch of their Implementation Proposal

- As an audience, practice attentive listening and then provide feedback, ask questions
Design Thinking Debrief

- Debriefing and feedback of the process itself is an important component of Design Thinking.
- How was this process for you? What did you like or enjoy? What was a challenge or uncomfortable?
- How can you apply design thinking in the workplace?
Real Life Applications

► Observe situations where design thinking could be applied.

► Practice active listening and empathy with your peers and/or with customers and co-workers in the workplace to be inspired on how to apply design thinking to solve problems.

► Practice Video: Analysis/Solution Mindset Assessment

Playlist: www.youtube.com/playlist?list=PLWCjcrQpQiFZn9kWvXlKTnd-DOscOE6A

Which of the three options best represents a design thinking approach with a focus on problem solving?
Next Steps: Practice!

LinkedIn and New World of Work have partnered to provide suggested next steps after each of the 21st Century Skills lessons.

Go to: www.linkedin.com/learning

These videos will help you continue to explore Analysis-Solution Mindset. You can earn certificates of completion to post on your LinkedIn profiles along with any of your digital badges and skills verifications.

Courses:
- Solving Business Problems
- Problem Solving Techniques
- Critical Thinking

Videos:
- Learn how to solve problems
- Common pitfalls when solving problems
- Introducing the five-step problem-solving process
- Finding a problem to solve
- Defining the problem you solve
- Developing critical thinking skills in students
- Engage students in higher-order thinking