

Design Thinking – Team Leap Tool

Mini Training Session



Design Thinking: The Team Leap Tool

Training Objectives

- Introduce the concept of Design Thinking
- Learn a tool that can be used right away

Session Overview

- Welcome!
- Introductions
- High-level overview of Design Thinking
- Hands-on practice with a tool, Team Leap, that can be used right away in your work!

What is Design Thinking?

There are many strategies and methods to use when approaching a problem. Different methods for process improvement have been developed over time to best meet the needs of an organization, their goals, and desired outcomes.

There are many different methodologies and tools that can be drawn from when approaching a problem. We will consider Design Thinking for today's session and the Team Leap activity tool.

Design Thinking looks at the customer's perspective from the start to the end of an experience. It uses a divergent approach of **Empathize-Define-Ideate-Prototype-Test**, to design a solution focused towards creating a preferred customer experience. Design Thinking is also known as Human Centered Design.

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Continuous Improvement Methodologies

Questions to Ask	Scientific Method	Lean	Six Sigma	Design Thinking
<i>What is the problem?</i>	Form Question	Plan ↓	Define	Empathize
<i>Why is it happening?</i>	Make Hypothesis		Measure	Define
			Analyze	
<i>How can we fix it?</i>	Predict Outcome	Do	Improve	Ideate
	Conduct Test	Study		Prototype
<i>Did we achieve our goal?</i> <i>What adjustments still need to be made?</i>	Analyze Results	Act	Control	Test

<i>Design Thinking (also, Human-centered Design)</i>	A creative approach to problem solving. It is a process that starts with the people you are designing for and ends with new solutions that are tailor made to suit your customer's needs.	Design Thinking uses a holistic approach to look at a customer's experience. It follows a method of: Empathy, Define, Ideate, Prototype, and Test.
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Design Thinking: The Team Leap Tool

What is a Team Leap Activity?

It includes the following steps:

- Reflecting on and completing each section of the Team Leap worksheet
- Sharing your responses that you are comfortable discussing with the rest of the team or group
- Learning about the preferences and responses from the other team members

Why do the Team Leap Activity?

- Allows for refreshed understanding of each other or to get to know each other better
- Creates awareness of what will make working together successful
- Develops working team norms or ground rules to work more effectively together

What are the Team Leap Outcomes?

- Builds team trust
- Creates alignment on what will make working together successful
- Recognizes the needs of the team members
- Sets an optimistic working environment
- Sets a safe ground work for experimentation used in Design Thinking projects

Try the Team Leap Activity

Assume you are starting a new project. The people at your table are your project team members.

1. Individually, take about 10 minutes to complete the Team Leap sheet and list information you want to share.

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Develop Team Norms or Ground Rules

2. At your table, please discuss each other's comments. What are some possible Team Norms or Ground Rules for your team?

3. Please write your team's results on the large sheets to share with the whole group.

Group Discussion

Discuss the possibilities and upcoming opportunities to try out this approach using this tool.

4. When could this tool be used? How else could this tool be used? What else could it be used for?

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Here are links to additional information on Design Thinking

- <http://dschool.stanford.edu>
- <https://www.interaction-design.org/literature/article/5-stages-in-the-design-thinking-process>
- <http://ideo.org>