

# Design Thinking Process Guide – Steps Activity

Partner:

Redesign a product or process for your partner. Start by gaining empathy.

**Step 1** • Interview – 10 minutes (2 sessions x 5 minutes each)

**Step 2** • Dig Deeper – 10 minutes (2 sessions x 5 minutes each)

Notes from your first interview

Notes from your second interview



Switch roles & repeat interview 1



Switch roles & repeat interview 2

# Reframe the problem.

Partner:

Looking at the problem from a different perspective. Reframing helps us recognize dimensions of the problem that we often overlook or give too little attention to.

Step 3 • Capture findings (5 minutes)

Step 4 • Define problem statement (5 minutes)

Needs: Things they need (use verbs)

Insights: New learning about your partner's feelings / worldview to leverage in your design (use verbs)

\_\_\_\_\_ partner name / description

Needs a way to \_\_\_\_\_ user's / partner's need

Surprisingly / because / but ...  
(circle one or create your own conjunction)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_




insights

# Ideate: Generate alternatives to test.

Partner:

With an open mind, generate as many ideas to address the problem statement.

**Step 5** • Sketch at least 5 radical ways to meet your user's / partner's needs (5 minutes)

write your problem statement				
Idea 1	Idea 2	Idea 3	Idea 4	Idea 5
				
				Keep going if you have more ideas

**Step 6** • Share your solutions & capture feedback - 10 minutes (2 sessions x 5 minutes each)

Notes from discussion with partner

Switch roles & repeat

# Iterate based on feedback.

Partner:

Improve on your solution ideas utilizing the feedback from your partner.

**Step 7** • Reflect & generate new and/or improved solutions (10 minutes)

Sketch your big idea(s), note details if necessary



Switch roles & repeat interview 2



# Prototype: Build and test.

Partner: \_\_\_\_\_

Focus on the solution with the most potential. Explore the idea deeper then test it.

**Step 8** • Prototype / Build your solution (10 minutes)

**Step 9** • Share & get more feedback (2 sessions x 5 minutes each)

<p>Create your solution in more detail.</p>	<p>What worked...</p>	<p>What could be improved...</p>
<p>Sketching works but try more tangible medias, if possible: Build a 3D paper model, create user interfaces on the computer, tinker with things in a workshop, etc.</p> 	<p>Question that arose...</p> 	<p>Additional thoughts/ideas...</p>