



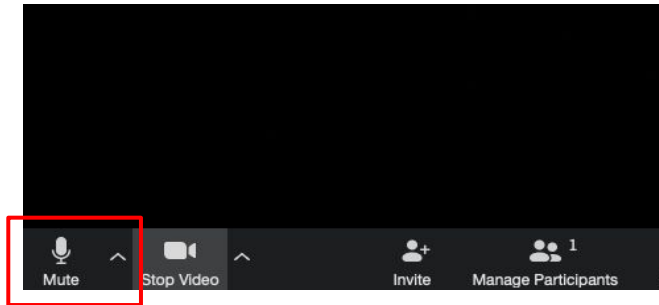
**Human-centred design session
for creating
blended capacity development solutions**

Atish Gonsalves, Founder - Gamoteca
atish@gamoteca.com



Welcome!

Please keep the mic muted when not speaking



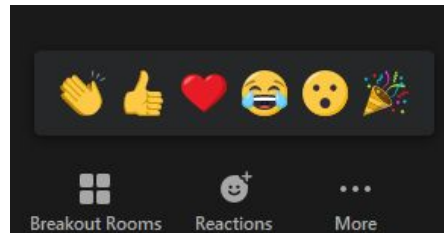
If you have joined on your phone or iPad please rejoin on computer



Goals

1. **Practical exposure to hands-on tools** for delivering and participating in interactive online workshops.
2. **Opportunity to engage in small groups** with colleagues from other entities and programmes.
3. **User-centred design thinking** methods for co-designing blended learning strategies based on user needs, problem definition and ideation.

(quick thumbs up 👍 if you have used design thinking before?)



Agenda

- Discussion on your issues in adapting CD to online methods (10 mins)
- Introduction to design thinking (15 mins)
- Understanding your user AND Defining the CB problem
 - Breakout (15 mins)
 - Debrief (5 mins)

Break (5 mins)

- Ideation
 - Breakout (30 mins)
 - Debrief (10 mins)
- Wrap up (10 mins)



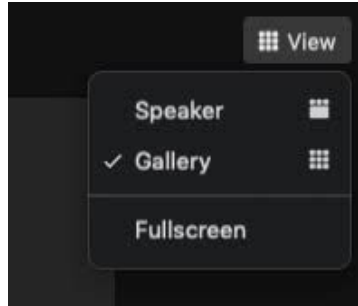
Tools we will use

1. **Zoom** - browser (not app on mobile or tablet)
2. **Mentimeter** - phone
3. **Google Jamboard** - browser



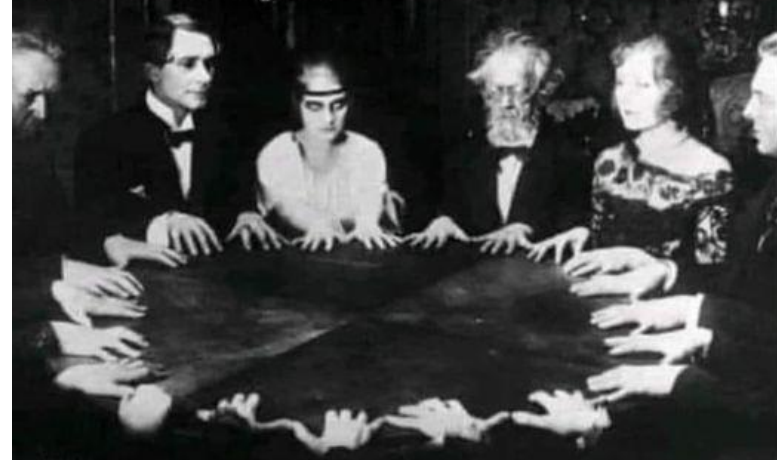
How to participate

- Keep video on (if bandwidth permits), use Gallery View



- Please mute in plenary
- Use the chat to ask questions
- Make sure your name is correct on Zoom
- Active listening, mutual respect (no-multitasking)
- Participate actively in the breakout sessions and be patient with others
- Plenary sessions will be recorded (not breakout rooms)
- There are no right or wrong answers, just ideas!

Virtual meetings are basically modern seances



“There’s someone who wants to join us.”

”Elizabeth, are you there?”

“We can’t hear you.”

”Can you hear us?”

About you

In the chat window please introduce yourself

Name, role, organization, location, e.g.

“Atish, Founder, Gamoteca, London, UK”

Ice breaker - Pass the pen

Say what you are excited about learning today, and pass the pen to someone close to you on the screen

ICEBREAKERS FOR ZOOM CALLS



Your challenges?

(scan QR code on right with phone camera or use link in chat window)

What are specific issues in capacity development that you would like to focus on? E.g.

- **Organise an online workshop** with decision-makers from several countries with **poor connectivity**
- **Needs analysis** in new countries/region with no possibility to travel there
- Establish a **network of expert stakeholders**, partners, consultants at distance
- Participants do not want to do activities online anymore and they want to be **compensated for their time on webinars**
- Organising a **formal high-level event** with several speakers in an online format (respecting the intergovernmental rules/protocols) while facilitating engaging and interactive discussions





Introduction to design thinking



GUIDING APPROACH

HUMAN CENTRED DESIGN

Human Centered Design (HCD) is a creative and logical framework for solving complex problems through a lens that places the user and their context at the centre of any product or service.

The 5-Stage Process of Design Thinking

EMPATHISE

Building an initial understanding of a problem or opportunity, the context, and people who are impacted by or influence it

DEFINE

Framing the specific problem(s) you are trying to build solutions for, keeping the user at the centre of focus

IDEATE

Generating creative ideas to address framed problems or opportunities

PROTOTYPE

Building experienceable early versions of the solution

TEST

Test prototypes with target users to gauge effectiveness and suitability

Phase 1 : Empathise

CONDUCTING RESEARCH

The first step towards building your concept is to understand the context and user you are addressing.

Using a combination of research methods, you will be able to directly engage with the people and environment you are designing for, an understanding that will inform the framing of problems and insights in the 'Define' phase.

TOOL: PERSONA

<p>ADD PICTURE OR DRAWING</p>	<p>WHO AM I?</p>	<p>3 REASONS FOR ME TO ENGAGE WITH YOU</p> <ol style="list-style-type: none">1.<hr/>2.<hr/>3.	<p>3 REASONS FOR ME NOT TO ENGAGE WITH YOU</p> <ol style="list-style-type: none">1.<hr/>2.<hr/>3.	
<p>PERSONA NAME:</p> <hr/> <p>AUDIENCE SEGMENT:</p>	<p>MY PERSONALITY</p>	<p>MY SKILLS</p>	<p>MY DREAMS</p>	<p>MY SOCIAL ENVIRONMENT</p>
<p>MY INTERESTS</p>				

TOOL: PERSONA

<p>Jane</p> <p>ADD PICTURE OR DRAWING</p>	<p>WHO AM I?</p> <p>Programme manager. Based in Nairobi. Has two kids.</p>	<p>3 REASONS FOR ME TO ENGAGE WITH YOU</p> <ol style="list-style-type: none">Eager to learn more and growKeen to learn new skillsHopes to provide community services	<p>3 REASONS FOR ME NOT TO ENGAGE WITH YOU</p> <ol style="list-style-type: none">Uncomfortable with new technologyDoesn't have too much free time	
<p>PERSONA NAME:</p> <hr/> <p>AUDIENCE SEGMENT:</p>	<p>MY PERSONALITY</p> <p>Introverted and shy, prefers to stick with friends</p>	<p>MY SKILLS</p> <p>Good at supporting other colleagues</p> <p>Good technical writer</p>	<p>MY DREAMS</p> <p>Travel to 20 countries</p>	<p>MY SOCIAL ENVIRONMENT</p> <p>Other UN colleagues</p>
<p>MY INTERESTS</p> <p>Learning new skills</p> <p>Traveling</p> <p>World music</p>				

Phase 2 : Define

DEFINING THE PROBLEM

Now that you have a deeper understanding of the context and your user, the next step is to synthesise your findings into usable material to better understand the issue you want to tackle.

DEFINING LEARNING OBJECTIVES

PROBLEM TREE + 5 WHYS

Objective of Exercise

To establish a primary understanding of the elements of a problem or opportunity.

About 'Problem Tree'

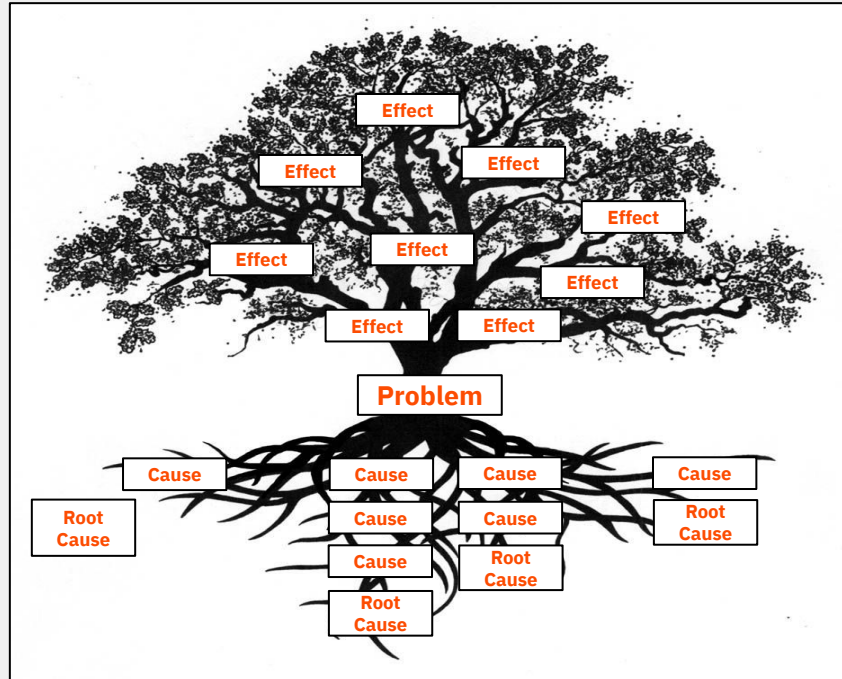
The tool has three parts - the trunk (problem/opportunity), the branches (effects/signs), and the roots (causes/reasons). While traditionally the tool is looked only through a problem lens, we can also use it to evaluate opportunities.

About '5 Whys'

A tool that is a series of questions that helps us get to the root cause of something. It is used as a complementary tool to the problem tree.

PROBLEM TREE + 5 WHYS?

HOW TO USE?



2

Effects

Note down: The effects and signs that qualify the problem or opportunity.

1

Problem or Opportunity

Note down: The main problem or opportunity that you are looking to work on.

3

Causes

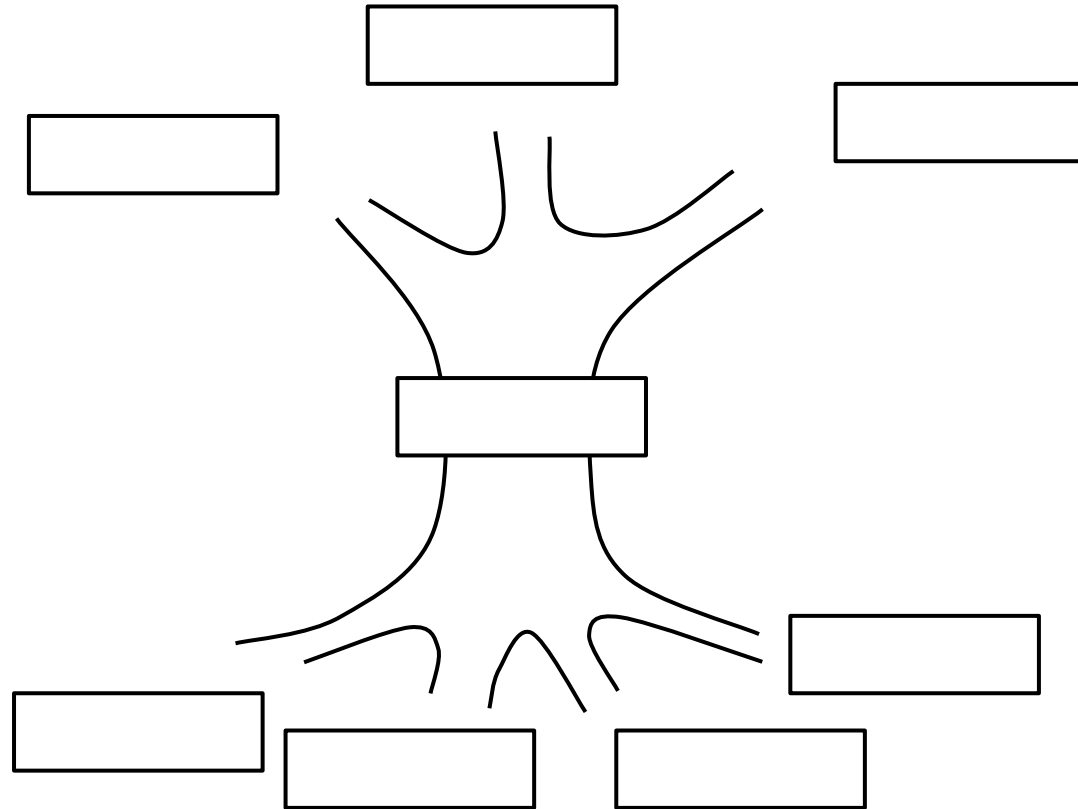
Note down: The causes or reasons that make it a problem or an opportunity.

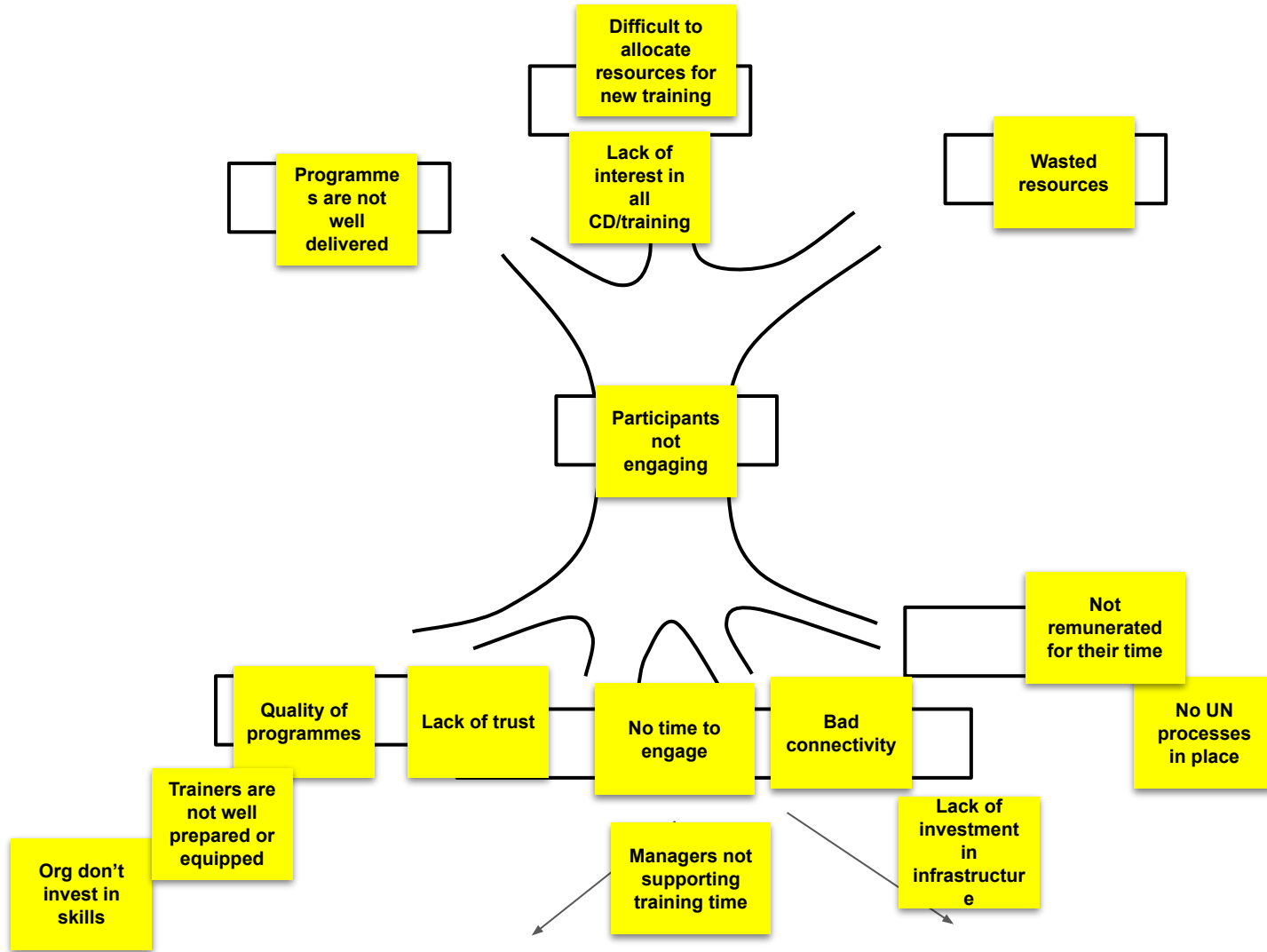
*

5 Whys?

To really get into the depth (or root cause/reason) of what makes something a problem or opportunity, we can use the '5 Whys' tool. Keep asking 'why?', until you feel that you have a strong enough root cause.

TOOL: PROBLEM TREE + 5 WHYS?





Breakout rooms - ground rules

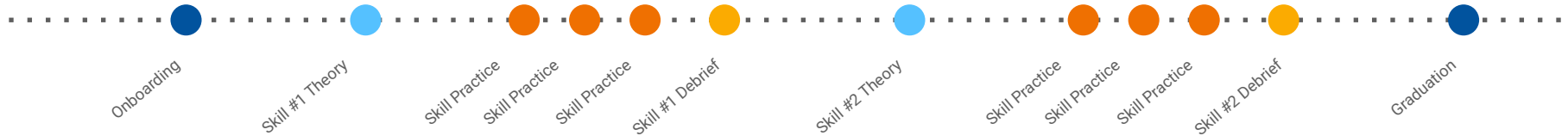
- Open the Jamboard link in your browser window now
- Briefly introduce yourselves and agree on the problem you want to solve
- Appoint a scribe and spokesperson (who will share screen), but others are also encouraged to add ideas
- There are no right or wrong answers, keep the flow and keep capturing ideas with the post-its
- Active listening, don't dominate the discussion
- This will move fast!



Reminder: Hybrid learning models



Example of a Learning 3.0 journey



Phase 3 : Ideate

BUILDING IDEAS FOR LEARNING

Now that you have a good understanding of your subject and target users from your research and synthesis, it's time to start building ideas for the issues you have framed! Phase 3 will help facilitate your ideation sessions, at the end of which you will be able to express your ideas and the form they will take.

The next phase will involve choosing the medium in which you idea manifests, and what it could look like

IDEATION TOOLS: First Idea + Crazy Idea, What If?



First Idea + Crazy Idea

First Ideas

What are the first ideas that come to the minds of individuals on the team?

Crazy Ideas

What are the crazy ideas that come to the minds of individuals on the team?

What If the solution...?

Is a physical object, service, process or a digital interaction?

A blended learning solution for capacity development

What are some of the objectives

Breakout rooms - ground rules

- Open the Jamboard link in your browser window now
- Briefly introduce yourselves and agree on the problem you want to solve
- Appoint a scribe and spokesperson (who will share screen), but others are also encouraged to add ideas
- There are no right or wrong answers, keep the flow and keep capturing ideas with the post-its
- Active listening, don't dominate the discussion
- This will move fast!



Quiz time

(scan QR code on right with phone camera)

