Design Thinking

**EMPATHISE**
- Individual “user” stories.
- Information about how and why user’s problem occurs.
- Immersive activities to enable empathy for user.

**DEFINE**
- Concept mapping of problems/issues based on newfound understanding.
- Post-it notes with lots of ideas.
- Sharing of and listening to thoughts between group members essential.

**IDEATE**
- High volume creativity.
- Receptive and non-judgmental toward others’ ideas.
- Interpersonal collaboration (diplomacy) skills.
- Refine ideas based on defined problem.
- Solution Architecture.

**PROTOTYPE**
- Rough prototyping.
- Required specialist skills identified and acquired.
- Evolution of Solution Architecture.

**TEST**
- Test, learn from failures, increase user understanding, modify design, test again.

**PITCH!**
- Realisation of successes and failures enables cognitive dissonance and learning.

**REFLECT**
- Agreement & Consensus
- Clear roles & Responsibility
- Facilitation
- Clear vision & purpose
- Focus on goal achievement
- Delegation
- Task completion
- Good feeling about achievements
- Recognition

**FORMING**
- Little agreement
- Unclear purpose
- Guidance & Direction

**STORMING**
- Conflict
- Increased clarity of purpose
- Power struggles
- Coaching

**NORMING**
- Agreement & Consensus
- Clear roles & Responsibility
- Facilitation

**PERFORMING**
- Clear vision & purpose
- Focus on goal achievement
- Delegation

**ADJOURNING**
- Task completion
- Good feeling about achievements
- Recognition