# DESIGN-THINKING APPROACH

## WHAT IS "DESIGN-THINKING"?

"Design-thinking" is a **powerful tool to tackle the unknown**. It is the technique of **understanding the user** and using **feedback** from the user to create an effective and specific tool for that individual. This approach is **human-centred**, as it uses the users in finding a solution. This technique is useful to spark ideas when the answer is not initially evident. This technique is like going on an expedition without a map or knowing the destination, but having the confidence that you will **end up somewhere great**.

### THE FIVE STEPS OF THE DESIGN-THINKING APPROACH:

## EMPATHIZE

Empathize with the people who will be using the product that you are designing. You want the product to meet this individual's **specific needs** in order to be an effective tool.

## DEFINE

Define the **challenge** that the individual faces. This step is the focal point that you will use to build a solution to the problem.

## IDEATE

Create ideas for solutions by challenging your preconceptions. **Select a tool** to help you build your solution. Ask yourself "how will this solution work?" and "what does this solution need in order to be effective?"
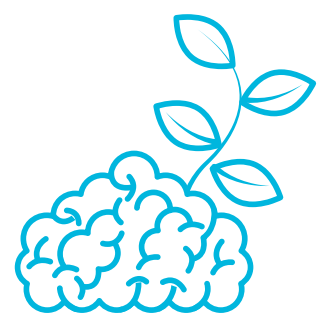
## PROTOTYPE

Design a prototype of your solution for the challenge. Give the prototype to the user in order to receive **meaningful feedback.** After sharing the prototype and receiving feedback, **refine** the tool to better suit the user.

## CONNECT

Sequence the instructions you will provide your learners to use the new tool. Connect the activity with this tool to your **learning outcomes**.