Understanding design thinking and using it as a process for teaching innovation and creativity.
IDEO, one organization responsible for the growing popularity of “Design Thinking,” describes it as a “human-centered approach to problem solving that helps people and organizations become more innovative and creative.”
OVERVIEW & RECOMMENDATIONS

Inforum HealthcareNEXT colleagues came together to learn about the Design Thinking process and how HFLI uses the process with schools, communities and businesses around the world.

OBJECTIVES

- Develop awareness of design thinking as an approach to bring creative problem solving into current work;
- Generate interest in and enthusiasm for using design thinking in daily work;
- Provide an immersive learning experience for participants as foundation for using Design Thinking in daily work; and,
- Identify a specific Design Thinking approach or strategy that can provide a first effort at using Design Thinking in daily work, plus make a commitment to “try it out.”

OUTCOMES

- Warmed up with a rock, paper, scissors “stoking activity,” designed to help participants relax, build excitement and energy for the morning, and encourage team dynamics;
- Learned about ways HFLI uses Design Thinking, how we’ve worked with other organizations around the world, and how healthcare groups are recognizing the need to develop an Orientation of Innovation;
- Participated in a Rapid Cycle Design Thinking Challenge: Redesign my Partner’s Morning Experience, which provided participants with a hands-on Design Thinking learning experience with a partner colleague; and,
- Developed a Personal Action Card for implementing aspects of Design Thinking in their own contexts.

RECOMMENDATIONS

- Read Harvard Business Review’s September issue focused on Design Thinking to see how organizations around the world are applying the principles of design to the way people work.
- Build on the energy coming out of the experience. Develop an Inforum Innovation group that commits itself to supporting each other’s use of Design Thinking;
- Track and support personal efforts to implement Personal Action Cards, then check in with other Inforum participants to share outcomes;
- Review the Rapid Cycle Design Thinking workbook available on HFLI’s website (click here) and share it with colleagues to build enthusiasm for Design Thinking in your organization; and,
- Contact HFLI to help you decide how to introduce Design Thinking as a tool for developing an Orientation of Innovation in your organization.
HFLI’s customized learning engagements use Design Thinking and other creative thinking tools and methods to support individuals and teams in their professional growth.

In the 21st century, creativity and innovation can and should be an integral part of everyone’s professional experience—the growing complexity of our world and workplace requires it.

Learning is at the center of everything we do, and we provide a quality experience at every step. At the end of the day, our greatest achievement is measured by the success of our participants, partners and colleagues to solve problems creatively, innovate collaboratively and improve our world through their unique and individual efforts.

HFLI’s hands-on Design Thinking workshops engage participants in a structured process to address organizational or community-centered challenges. Our immersion learning experiences help develop skills and mindsets for creative problem solving and collaborative innovation.

1, 2 and 3-day workshops introduce and develop Design Thinking skills and strategies through real-world challenges—participants leave with tools and an action plan to begin using their emerging competencies immediately.

Targeted 2 or 4-hour challenge sessions address an identified opportunity through a sequence of engaging activities—participants leave with a defined set of next steps and planned timeline for accomplishing the desired change and identified goals.

Customized coaching builds on emerging Design Thinking skills and mindsets with interventions that are “just in time,” “just enough,” and “just for me”—participants engage in work-embedded professional development that promotes continuous growth and immediate application/benefit.

info@hli.org