

# Design Facilitation: *Training the Designer of Today*

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*“A design facilitator takes a group through a collaborative process of design thinking to create a picture of a future state that doesn’t yet exist and one which is better from the perspective of multiple stakeholders and points of view.”*

– JOHN BODY, NINA TERREY AND LESLIE TERGAS OF **THINKPLACE**

# Shaping the Designer



Mindset



Skills



Characteristics

# Shaping the Designer



Mindset

*an established set of  
attitudes or values*



Skills



Characteristics

# Shaping the Designer



Mindset



Skills

*technical abilities to  
do certain things well*



Characteristics

# Shaping the Designer



Mindset



Skills



Characteristics

*features or qualities*

SHAPING THE DESIGNER



Mindset



Skills



Characteristics



APPROACH?

What tools are needed for being an effective design facilitator who utilizes a people-centered approach?

PROTOKIT INSTRUCTIONS

**STORYBOARD OR FREEFORM**

STEP 1: Within your small group choose either the Storyboard worksheet or the Freeform worksheet. Storyboarding helps you to consider events and the order in which they happen. While the Freeform worksheet allows you to think spacially, considering objects in relation to each other.

STEP 2: Use the enclosed game pieces and worksheets to help you model your solution. Work quickly and try not to get stuck on smaller details. Use removable tape to attach and reposition game pieces to your chosen worksheet.

**TIME LIMIT: 25 MINUTES**

RAPID PROTOTYPING: ROUND 2

**FREEFORM**

Who are the key players? Are they people? Are they organizations? Where are they located together? Who's doing what? Does one thing lead to another?

Key things to Consider (from post-it notes)



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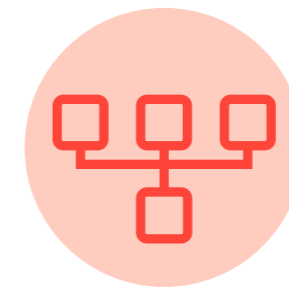
# Tools for the Designer



Process &  
Process Skills

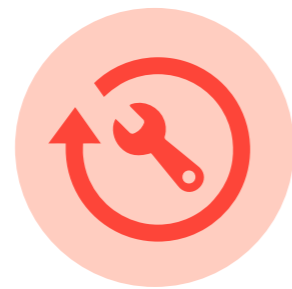


Design Research  
Methods



Planning  
Framework

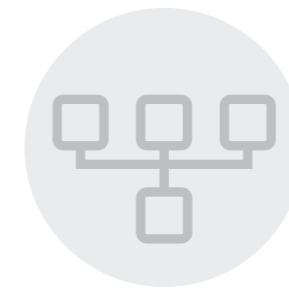
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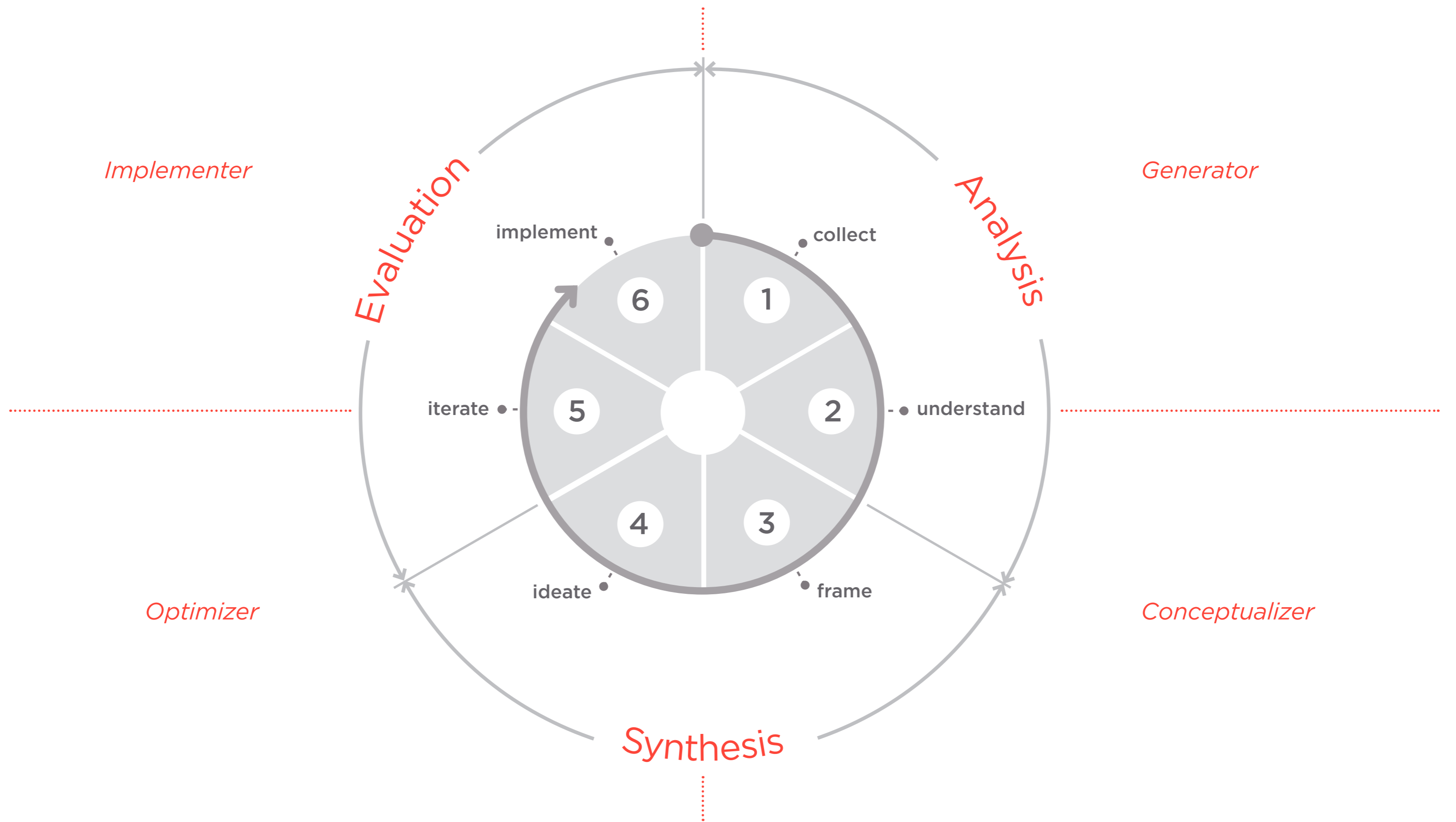
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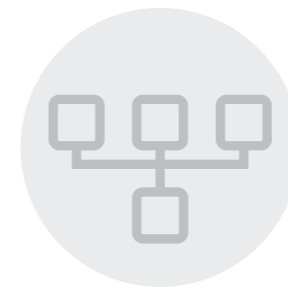
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Process &  
Process Skills



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Planning  
Framework

## DIVERGENT THINKING

### Exploratory *what exists*

Ethnographic Observation,  
Interviews, Participatory  
Session + Cultural Probes

### Generative *what could be*

Brainstorming, Group  
Sketching, Today/  
Tomorrow Diagrams,  
Rapid Prototyping

## CONVERGENT THINKING

### Sensemaking *shaping understanding*

Affinity Diagramming, Flow  
Analysis, Insight Sorting,  
Context Mapping

### Evaluative *shaping decisions*

Voting, Criteria Matrix,  
Think Aloud Testing,  
Critiques

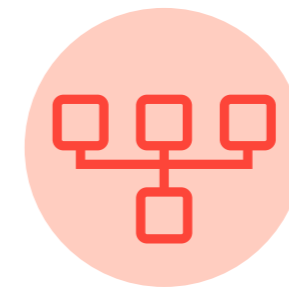
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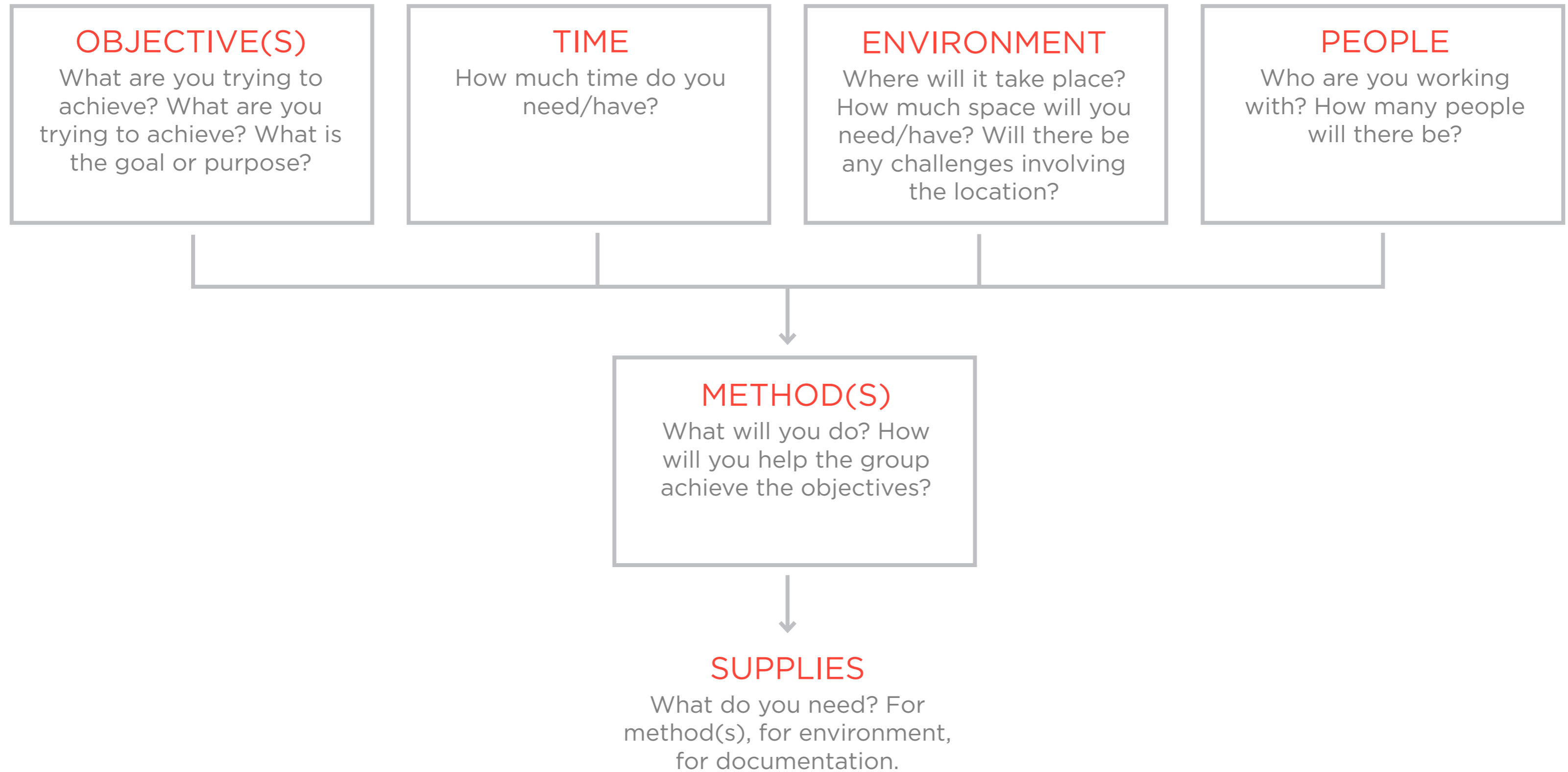
Process &  
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Design Research  
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SHAPING THE DESIGNER



Mindset

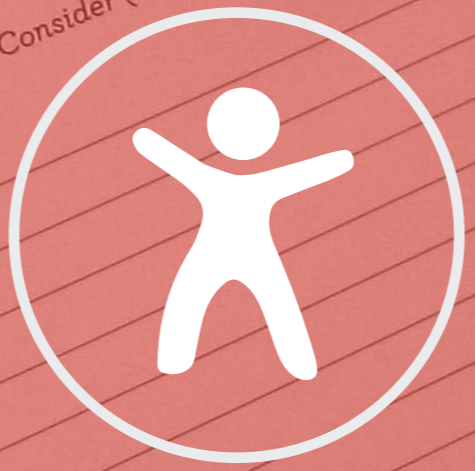


Skills



Characteristics

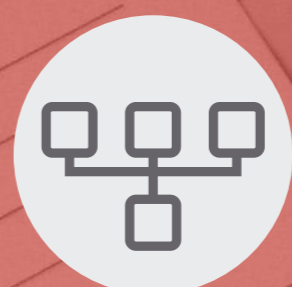
Key things to Consider (notes from post-it feedback)



Process & Process Skills



Design Research Methods



Planning Framework

TOOLS FOR THE DESIGNER

PROTOKIT INSTRUCTIONS

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# Thank You!

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