

# FLOW SYSTEM

## PARTICIPANT WORKBOOK

Team Science

Workbook: Human-Centered Design



[getflowtrained.com/playbook/human-centered-design/](https://getflowtrained.com/playbook/human-centered-design/)

# Human-Centered Design

Human-centered design is a philosophy and methodology.

Human-centered design is about listening to the customer or end-user.

People who face the problems daily are the ones who hold the key to resolving the problem.

The 3-I's of design thinking involve



- Inspiration
- Ideation
- Implementation

The four stages of design thinking involve

- Inspiration
- Synthesis
- Ideation/experimentation
- Implementation

In the following exercise you will begin the initial stages of framing a design project. These steps are provided by IDEO's field guide: <https://tinyurl.com/2p88jehe>

## FRAMING YOUR DESIGN PROJECT

What is the problem you're trying to solve?

State the problem as a design question.

Identify the impact you are trying to solve for.

Identify three potential solutions to the problem (remember to ask stakeholders).

Solution 1:

Solution 2:

Solution 3:

Identify three inhibiting constraints that could prevent you from resolving this problem.

Constraint 1:

Constraint 2:

Constraint 3:

Reflect on your initial design question and provide an updated question accounting for the above information.

Storyboard the problem and solution/prototype.

## Connect the Three Helixes:

Flow can only be achieved when the three helixes are interconnected. To identify how this could occur, the next exercise requires the reader to identify examples of different methods from each of the other two helixes (complexity thinking, distributed leadership) that might work well with human-centered design. Knowledge of all three helixes will be required to make these connections.

### COMPLEXITY THINKING



### DISTRIBUTED LEADERSHIP



### TEAM SCIENCE



## CONNECT THE HELIXES

Select a scenario or problem that would benefit from human-centered design.

Identify three methods from complexity thinking that could work with human-centered design. Give a brief description about how they complement one another.

CT Method 1:

CT Method 2:


## CONNECT THE HELIXES

**CT Method 3:**

**Identify three methods from the distributed leadership helix that could work with or support human-centered design. Give a brief description about how they complement one another.**

**DL Method 1:**

**DL Method 2:**

**DL Method 3:**

**Provide a description explaining which methods from each of the three helixes (with human-centered design being the TS method) work best for the scenario/problem identified earlier.**