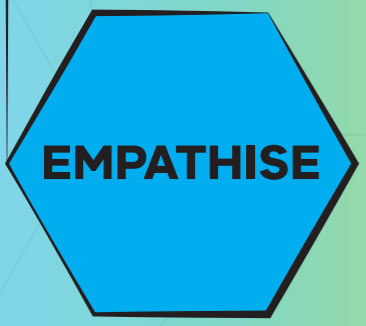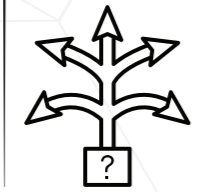# BENDIGO TECH SCHOOL

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.
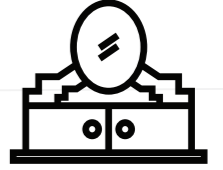- Solution Architecture.
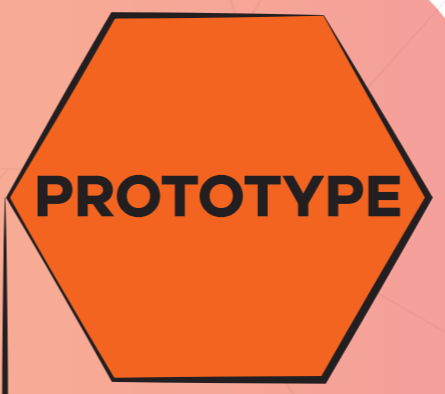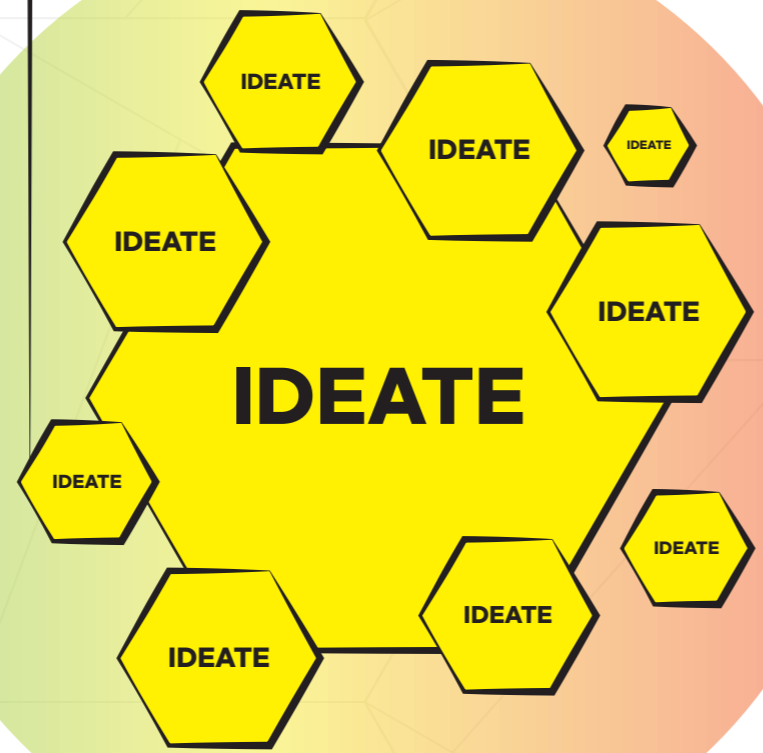
PROTOTYPE
- Rough prototyping.
- Required specialist skills identified and acquired.
- Evolution of Solution Architecture.
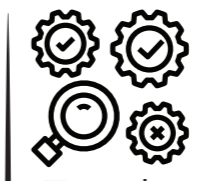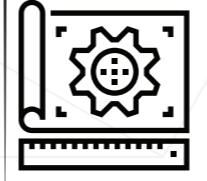
TEST
- Test, learn from failures, increase user understanding, modify design, test again.

PITCH!

REFLECT
- Realisation of successes and failures enables cognitive dissonance and learning.

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