

## 0.5-Day Design Thinking Workshop

### Participants

MPA Officers

### Training Service Provider

Singapore Polytechnic

### Overview

Design Thinking is a human-centred approach to problem solving with a strong emphasis on user empathy, collaboration, creative ideation, co-creation with rapid prototyping and stakeholder feedback. The key to the process is empathising and co-creating with the users to solve complex problems. Design Thinking has increasingly been adopted by the public service organisations and commercial enterprises to unlock creativity and innovation to solving complex problems faced by users.

### What Will Be Covered

- Introduction to Design Thinking and Case Studies on how Design Thinking has helped design human centred innovation
- Introduction to the UXC's 4 Steps of Human Centred Innovation with DT
- Using Empathy Tools & Methods
- Usefulness of User Journey Mapping & Persona Development
- How to consider ideation strategies
- Importance of Co Creation & Prototyping for User Acceptance