



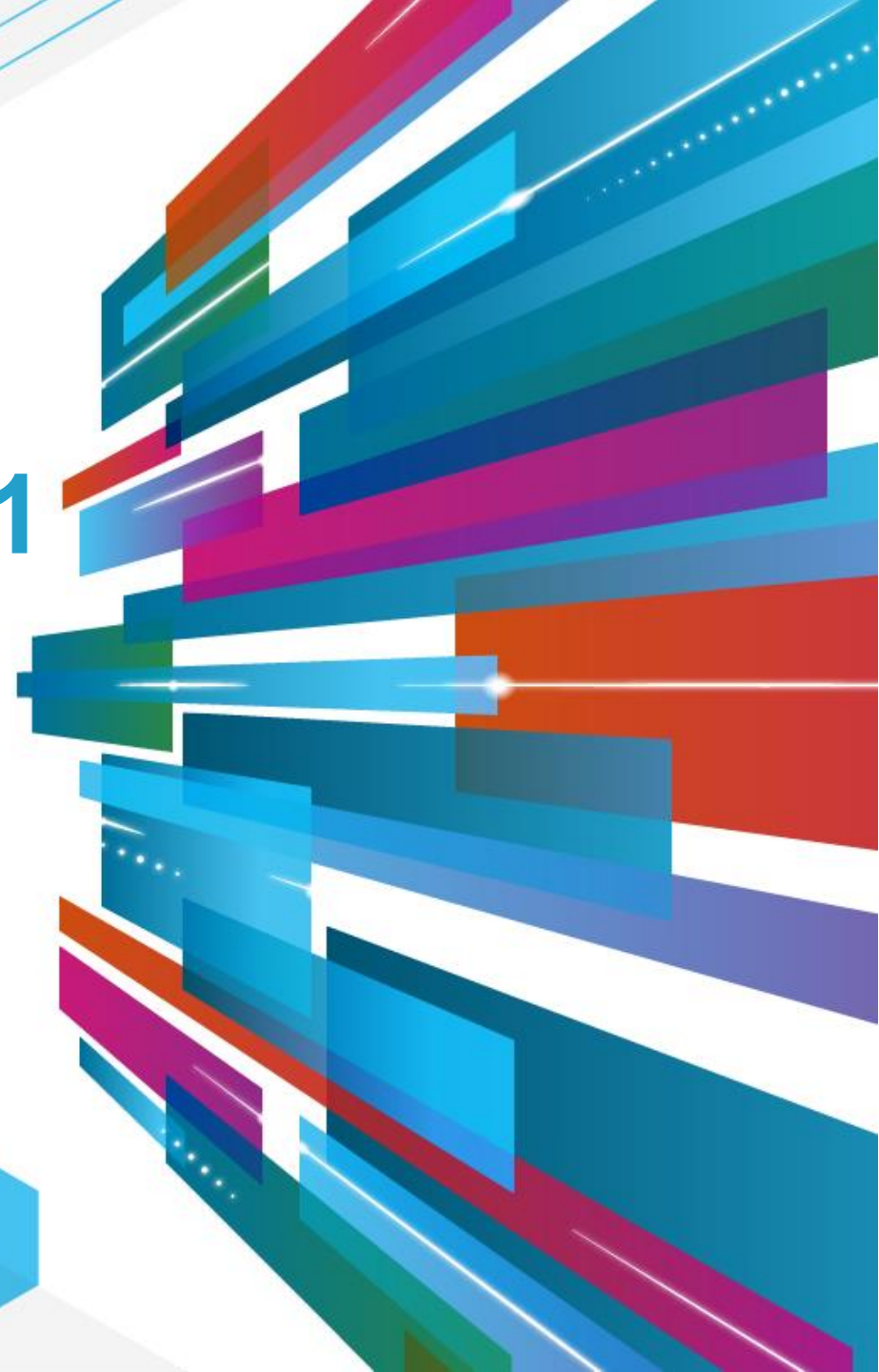
Australian Government

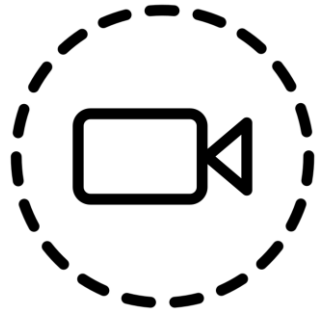
Human Centred Design 101 Kickoff



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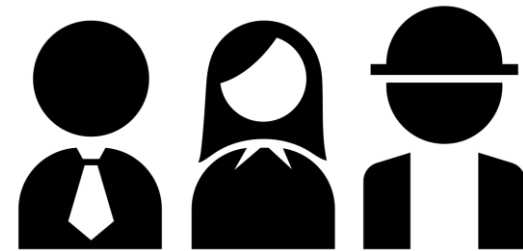




We'll record this session



**Meet the
practitioners
co-leading
this course**



What you will learn

An overview of the mindsets and methods of human-centred design

Hands on interviewing techniques

Making sense of interviews through themes and insights

Brainstorming of potential solutions

Future planning

Planning and testing tangible ideas through rapid prototyping, and getting feedback from people

How you can continue to build your human-centred design skills

Agenda

TO DO	DOING	DONE
<p data-bbox="224 454 690 518">01 Problem definition</p> <p data-bbox="224 544 690 625">02 Interviewing people</p> <p data-bbox="224 651 690 715">03 Themeing and insights</p> <p data-bbox="224 741 690 829">04 Design questions and communicating design</p> <p data-bbox="224 855 690 919">05 Journey mapping</p> <p data-bbox="224 945 690 1033">06 Ideation</p> <p data-bbox="224 1059 690 1148">07 Prototyping, testing and delivery</p> <p data-bbox="224 1173 690 1262">08 Showcase</p>	<p data-bbox="797 454 1263 518">00 Kickoff</p>	

What we want to cover today

- The logistics of this virtual classroom
- Introduction to Human Centred Design
- Social contract and behaviours of the session
- Looking at the problem you are trying to solve



Design is a team sport



Ask questions



Jump in!



Be present



Embrace a beginner's mindset



Celebrate successes (small and BIG)



Listen to each other



Don't be offended when...



Have fun!



USING THE TECHNOLOGY

Technology we will use

Resource	What it's for
Video conferencing through Microsoft teams	<ul style="list-style-type: none">• Share screens• Ask a question in chat• Record the session• Break out into small groups
Course materials	<ul style="list-style-type: none">• Videos on vimeo or youtube• Slides and other materials via web browser
Collaboration using Miro	<ul style="list-style-type: none">• A virtual post-it note collaboration space

Tips for post-it note writing in Miro

- One idea/insight per post-it note
- AUA – Avoid using acronyms!
- Include some context: “Comms works well” vs “We have good communications with other internal teams which helps us collaborate”



One idea per Post-It note



No acronyms



A sentence /context
i.e. “parents treat children with junk food” vs simply “junk food”

Activity – Why are you here?



What would you like to get out of the training?



Reflection – Social contract



30 – 60 mins

- Objective: Develop a shared understanding of how to work together effectively as a team; understand and agree upon appropriate behaviours when interacting with one another.
- Output: A document the team can refer back to as an anchor for positive behaviour and team values.

As a tool

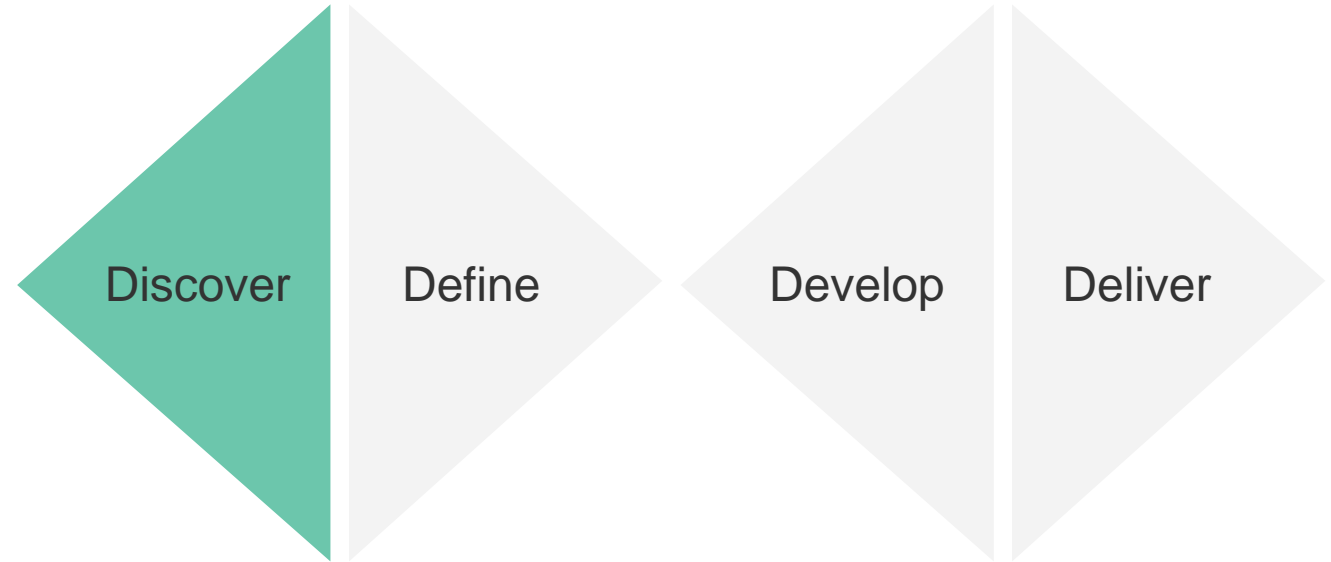
Used for team building, giving the whole group a shared understanding of what matters to them, and how they agree to behave with one another.

In a project

Used at the start of a project to set behaviours and ways of working in a way that the team can easily refer to throughout the project.

Discover mindset

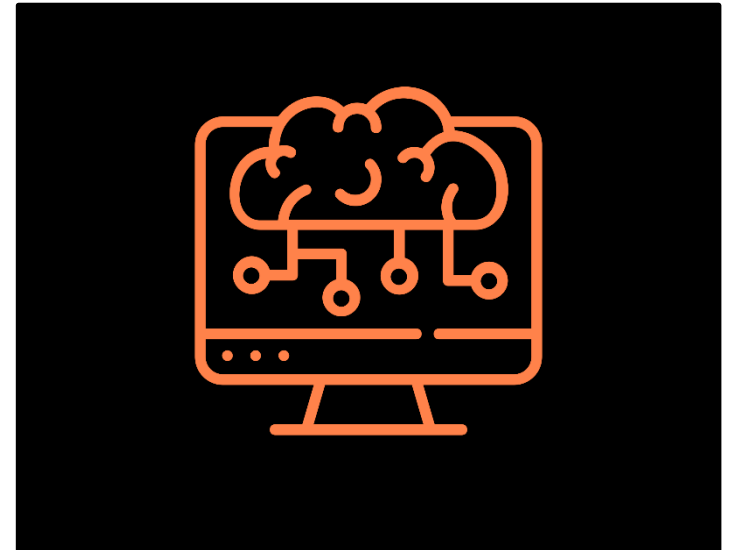
- **Divergent thinking – go wild, explore everything**
- **Be curious – lean in and learn**
- **Debunk your assumptions – check your bias' and actively acknowledge your assumptions**
- **Resist jumping to conclusions – it's going to be hard, but sit with the trouble**



- Research to understand needs and behaviours



Activity – your challenge area



Literature review

- Desktop research to better understand the problem space
- Consider exploring other industries
- Apply to CRAP test to anything you read

Desktop research – CRAP test

C

CURRENCY

How recent is the information?
How recently has the website been updated?
Is it current enough for your topic?

R

RELIABILITY

What kind of information is included in the resource?
Is content of the resource primarily opinion? Is it balanced?
Does the creator provide references or sources for data or quotations?

A

AUTHORITY

Who is the creator or author? What are their credentials? Can you find any information about the author's background?
Who is the publisher or sponsor? Are they reputable?
What is the publisher's interest (if any) in this information?
Are there advertisements on the website? If so, are they clearly marked?

P

PURPOSE/POINT OF VIEW

Is this fact or opinion? Does the author list sources or cite references?
Is it biased? Does the author seem to be trying to push an agenda or particular side?
Is the creator/author trying to sell you something? If so, is it clearly stated?



Undertake a literature review

1. Find 1-3 articles on your problem area
2. Note down in Miro interesting points from those articles, one idea per post it
3. Note down your source in the source list
4. Tag your post-its with the source number
5. Tag whether its a direct quote or observation you made after reading the articles



NEXT TIME

Session 01 – Problem definition