

(WS14) INNOVATION THROUGH DESIGN THINKING (Copyright GRASP Guru 2019)



SYNOPSIS

When organisations innovate through design thinking, they are putting people at the heart of their operations, and creating new value to their stakeholders and key customers. Learn how this can be done through simple bite-sized lessons and engaging case studies.

DURATION

2 days

WORKSHOP FEE

\$3,500 for up to 2 pax. Price includes facilities rental, logistics, two teabreaks and lunch.

s/n	Module	Est. Duration	Learning Objectives
DAY 1			
1	Preamble	30 min	NA
2	Innovation in the Public Service context	1 hr	<ul style="list-style-type: none"> Define what innovation is and the types of innovation Share the three key reasons for innovation, and where Public Sector Transformation (PST) fits in the equation Introduce the public service innovation framework to set the stage for the tools that will be introduced subsequently Share an overview of design thinking Reveal gaps in design thinking
3	Empathy	2 hr	<ul style="list-style-type: none"> Introduce engaging activities to better understand the concept of empathy, which is the cornerstone of design thinking PST case study: MOM Work Pass Division Help in understanding who our clients are in the public service PST case study: AUPE-MOE-PSD Operations Support Officers Teach how to discover transformative initiatives from an empathetic angle in the public service

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			<ul style="list-style-type: none">• PST case study: Ammunition management in MINDEF• Recap the importance of seeing the bigger picture and considering the longevity rule in any given situation
4	Field Work	2 hr	<ul style="list-style-type: none">• Work on a real case study and conduct field research, applying the tools learnt from the Empathy module
5	Analysis	1 hr 30 min	<ul style="list-style-type: none">• Provide a matrix to prioritise which issues to tackle among the many discovered• Provide a framework to apply first principles in issue analysis – Basic components and verifying assumptions• Find the root cause of an issue instead of focusing on the symptoms• PST case study: MP Appeals
DAY 2			
6	Authorities' and Stakeholders' Views	1 hr	<ul style="list-style-type: none">• Show the proper way to craft a problem statement for approval• Show why many projects fail because there was no buy-in from the right people at the right time• PST case study: Public Service Makeathon Challenge – No buy-in from sponsors
7	Creative Solutioning	1 hr	<ul style="list-style-type: none">• Reveal tips on when <i>not</i> to brainstorm• Teach the ideation mindset and basic mechanics of creative thinking• Be equipped with ideation tools that can be plugged and played in any situation• Provide a method to prioritise the best ideas for further development

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8	Prototyping	1 hr	<ul style="list-style-type: none">• Highlight the importance of prototyping and how it contributes to quality solutioning• PST case study: Terrorist Attack Simulator Demonstration• Introduce the different forms of prototypes• Develop rapid prototypes• Teach how feedback is gathered for prototypes
9	Field Work	2 hr	<ul style="list-style-type: none">• Conduct field testing on prototype and gather feedback
10	Consolidation	1 hr 30 min	<ul style="list-style-type: none">• Tweak prototype based on findings from field testing• Final presentation and large group sharing
11	<i>Conclusion and Reflections</i>	30 min	NA