



(WS14) Innovation through Enhanced Design Thinking

GRASP™ combines three of the most powerful innovation tools – Design Thinking, Behavioural Insights and Lean – into a single fuss-free framework which officers will find user-friendly and handy for tackling work issues. With GRASP™, officers won't have to remember so many methodologies and need just one platform to address a wide range of issues in the operational, service, HR, logistical, financial and administrative domains. GRASP™ also teaches officers when to incorporate other tools such as Agile, Fishbone Diagram, Data Analytics, Personality Profiling, etc into the framework for a more complete solutioning approach.

Learning Outcomes

- Upon completion, participants will be awarded the *GRASP™ Professional Certificate in Innovation and Design*.
- Reflect on the way we usually solve problems.
- Discover the landscape of innovation tools and appreciate how they are interlinked.
- Understand what GRASP™, design thinking, behavioural insights and lean are.
- Learn the fundamentals of GRASP™: Deciding who the Authorities are.
- Practise Ground Sensing: How to spot hidden problems at work and unlock new possibilities for innovation using the AFRESH™ framework.
- Practise uncovering the Real Issue and craft a well-defined Challenge Statement.
- Practise Solutioning using the idea wave approach and the proprietary Idea Rubik™.
- Practise Prototyping and reviewing ideas through feedback.
- Learn Rule Hacks – Creativity tools they don't teach anywhere else to help you get around wicked problems and to co-create with the leadership and key stakeholders.

Duration and Price

- 2 days
- \$1,750 perpax