THINK³ simulation & innovation lab

Location: Hasselt University
Date: 16 – 20 October 2023
Time: 9 AM - 5 PM

UHASSELT

CIVIC Challenge 2023

CONTENT

Think of a problem or challenge you had to solve at work recently. How did you approach it? Did you find yourself overwhelmed with the number of possible solutions? Were you unsure how to even start? **Design thinking** can help. Design thinking is a five-step human-centered process for creative problem solving. It was popularized by the Stanford school, and has been used by organizations around the world to solve complex problems. It is all about understanding your user's needs and solving the right problem. By using this human-centered design approach, you can develop products and services that truly help the user.

In this five-day workshop you will learn the basic principles of *Design Thinking***,** specifically focused on a *complex and realistic healthcare problem* in close collaboration with the work field. Each day will encompass a step of the design thinking process. At the start of the day, you will gain insights in the basic principles and techniques of each stage, followed by interactive hands-on group sessions. In short, you will analyze the needs of your target groups in creative, structured work processes, develop a multitude of innovative solutions with the aid of various ideas methods and test your approaches with the help of previously developed prototypes. In a pleasant, personal atmosphere, you will interactively deal with the process in a small team. Eventually you will be able to apply the experience you gained to your own situation and develop your toolbox for your own projects.

The workshop will be guided by coaches of the THINK^3 simulation & innovation lab of the Faculty Medicine and Life Sciences – UHasselt. Hereunder you can see an overview of the daily workshop program.

PROGRAM

Day 1

- Meet the team
- Design thinking: What is it and why use it?
- The design challenge: What is the problem?
- Stage 1- Empathize: Known your user
    - Theoretical session: Basic principles and techniques to empathize with users
    - Hands-on session: Understand your users' needs and problems via different methods
- Reflection - Wrap up

Day 2

- Warmup
- Stage 2 - Define: State your user's needs
    - Theoretical session: Basic principles and techniques to define a problem
    - Hands-on session:
        - Analyze and interpret the user's research from day 1
        - Synthesize the observations into a problem statement
- Reflection - Wrap up

Day 3

- Warmup
- Stage 3 - Ideate: create ideas
    - Theoretical session: Basic principles and techniques to generate ideas
    - Hands-on session: Various creative techniques and games to generate a multitude of innovative ideas
- Reflection - Wrap up

Day 4

- Warmup
- Stage 4 – Prototype: create solutions
    - Theoretical session: Tips & tricks and types of prototypes
    - Hands-on session: Selecting and building different types of prototypes for your solution(s)
- Reflection - Wrap up

Day 5

- Warmup
- Stage 5 – Test: create solutions
    - Theoretical session: Tips & tricks for testing your prototype
    - Hands-on session: Design a test situation, elevator pitch, and receiving, evaluating and implementing feedback
- Reflection - Wrap up of the workshop week

Learning outcomes

By the end of the program, participants will ...

- know how to apply the 5-step design thinking process to a real healthcare problem
- know how to empathize with users through interviews and observations, in order to take a human-centered approach to a challenge
- know how to define a core problem by synthesizing and analyzing information gathered during the empathy work.
- know how to ideate solutions to a problem by different brainstorming techniques
- know how to prototype ideas rapidly to identify the best possible solution for a problem
- know how to test prototypes with users to gather feedback on a proposed solution
- know how to pitch design thinking to a team or organization using storytelling
- have practiced several creative techniques of the design thinking process
- have learned how to work within a transdisciplinary team
- have learned how to manage a project in a short period of time

Methods

- Short theoretical sessions
- Hands-on sessions in group: interviews, observation, brainstorming, mapping techniques, games, etc.
- Reflections/discussion in group

Competences

- Interpersonal competences:
    - Leadership
    - Vision
    - Innovativeness
    - Problem solving
    - Creativity

PRACTICALITIES

For whom?

- PhD students and postdocs from UHasselt
- 24 places available
- As you will interact with a local healthcare organization, we recommend a basic level of proficiency of the Dutch language.

When and where?

- October 16 – 20, 2023 – 09:00 - 17:00
- Campus Diepenbeek, THINK^3 simulation & innovation lab, D22-D24

Application

Send before the 1th of August a short bio (educational background) and a motivation of maximum 3 sentences explaining why we need to select you to think3@uhasselt.be

You will receive a e-mail on Monday September 4th to inform you if you are selected.