

ORGANIZATION:

DESIGN THINKING

WORKSHOP KIT

AGING
BY
DESIGN

OVERVIEW

As part of **Aging By Design's** Request for Applications, applicants have been asked to host a Design Thinking Workshop. Don't worry, this kit will walk you through the steps.

HERE'S AN OVERVIEW OF WHAT WE'RE ASKING FOR:

1. Host a Design Thinking workshop with older adults and caregivers using the Design Thinking Workshop Kit.

2. Take some pictures of your process as you go.

3. Have your workshop participants complete a reflection document:
 - a. Providers complete the Provider Reflection (page 8)
 - b. Older Adults/Caregivers complete the Older Adult/Caregiver Reflection (page 9)
 - c. Scan or take pictures of the 2 documents

4. Gather up all of your submission materials (including your workshop materials) and send them in a single email to: **agingbydesign@hfwcny.org**

WORKSHOP RULES



Give everyone a chance to speak. Try assigning a session leader whose job it is to ask for everyone's input.

Take notes. You'll be capturing most things on paper and sticky notes, but if anything else interesting comes up, write it down!

Set a schedule and keep to it. The toolkit lays out a timeframe for each exercise. Use your judgement when necessary, but try to stick to the times listed for each activity.

Defer judgement. During brainstorming, there are no dumb ideas. Don't dismiss any ideas during this process; the time for being critical will come later.

Quantity over quality. In brainstorming, having lots of ideas is how you get to the good ones.

Start solo. Give time for everyone to jot down their thoughts and ideas individually before discussing them with anyone. This helps prevent an 'echo chamber' of one or two individuals thoughts and elicits ideas from every participant.

Build on each other's ideas. This is not the time for patents; if someone has a great idea anyone can add to it and make it better.

Get wild! Some of the greatest ideas—the ones that come from out of the box—can sound crazy at first.

Laugh and have fun!

HOW TO HOST YOUR DESIGN THINKING WORKSHOP

Number of Participants: 4 - 6

Time: 2 hours



Materials:

- A pen for each group member
- Scrap paper for each group member
- A black marker (like a Sharpie) for each group member
- 3 x 3 sticky notes for each group member
- 3 dot stickers per group member
- Enough printed copies of the Staff Reflection Document for each staff participant (see page 8)
- Enough printed copies of the Older Adult/Caregiver Reflection for each older adult/caregiver participant (see page 9)

1. Choose a session leader.

The session leader will give instructions to the group and guide the team through this workshop. They are also responsible for keeping time!

Decide the Session Leader now.



2. Write out the prompt question.

This workshop is about idea generation. Specifically, your team will be brainstorming questions. To get started, the Session Leader will write out the prompt that will be the starting point for your brainstorm.

Write out this prompt on a piece of chart paper or whiteboard:

How might we improve the experience of older adults and caregivers in our services?

3. Generate more questions.

Take 3 - 5 minutes and individually (no sharing yet!) write down questions you think of after reading the prompt question on a piece of paper. Does that sound confusing? It's okay. Read the instruction again.



Instead of what you might expect, which would be generating ideas to improve the experience, we are looking for questions instead. Why? Brainstorming questions helps us to better understand the problem—an important part of human-centred design. There is no wrong way to do this step, as long as you write down every question you think of.

4. Share and write out questions.

Form small groups of 2 group members and share your questions with each other. We aren't trying to answer them! During this step, make sure you and your partner understand each question. The step is about clarity. Write out each question on a sticky note using a black marker.

Try to create 10 unique questions from both of your individual lists.

5. Cluster questions.

As a group, have everyone share their questions one at a time. The Session Leader should help the group cluster the ideas on a wall or piece of chart paper. You are placing similar questions together.

When you've finished sharing, make sure you read out the questions in each cluster and make sure you're happy with where they are placed. This should be fairly quick to work through.

6. Name the clusters.

Once you have your final clusters, give each one a name that is meaningful to you. Try to use more than one word for the naming. The Session Leader should take a picture of the final clusters and their names.



7. Dot vote for your favorite.

The Session Leader should give each group member 3 dot stickers to vote on their favourite questions/clusters. You are allowed to put all three of your stickers on one question if you think it's really interesting and important.

Count up the total votes and identify the top 3 questions/clusters.

The Session Leader should take a picture of group members placing their dots on the sticky notes. The Session Leader should also take a picture of the final result.

8. Write a short description.

Form small groups of 2 people again. Each pair should choose one of the prioritized questions and write 3 ideas that describe how things would be different if we had an answer. These ideas are your best guess, so don't worry about getting it right or wrong.

Each group should share their ideas and post them under the question they were working with.

The Session Leader should take a picture of the final grouping.



9. Write a reflection.

We need two written reflections. One from a staff member of your organization that participated in the workshop, and one from an older adult or caregiver who participated. You'll find those two reflections on next pages for you. We suggest printing them out and having people write their answers right on the page.

SUBMIT YOUR MATERIALS TO HFWCNY

AFTER YOU HOST YOUR WORKSHOP, IT'S TIME TO SUBMIT THINGS TO US.

1. Gather the pictures you took of your workshop process.

2. Have your workshop participants complete a reflection document
 - a. Providers complete the Provider Reflection
 - b. Older Adults/Caregivers complete the Older Adult/Caregiver Reflection
 - c. Scan or take pictures of the 2 documents

3. Gather up all of your submission materials (including your workshop materials) and send them in a single email to: **agingbydesign@hfwcny.org**



That's it! Give yourself and your team a round of applause! You did it!

ORGANIZATION:

STAFF DESIGN THINKING WORKSHOP REFLECTION

**Have each staff workshop participant answer the questions below and send them back to us.
See page 2 for complete instructions**

What did you do as a part of the Design Thinking Workshop?

What did you hear when using the Design Thinking Workshop Kit and participating in the workshop?

What happened as a result of using the Design Thinking Workshop kit?

How did using the Design Thinking Workshop Kit and hosting your own workshop feel?

How did your apprehension in using design thinking change or confidence in using design thinking grow?

What was hard or frustrating about participating in the workshop?

What was a high point about participating in the workshop?

What about using the Design Thinking Workshop Kit and participating in the workshop made you think differently?

What did you learn from using the Design Thinking Workshop Kit and participating in the workshop?

After using the Design Thinking Workshop Kit and participating in the workshop, what will you do differently next time?

What part of the Design Thinking Workshop Kit did you find most useful?

How will the Design Thinking Workshop Kit and participating in the workshop change how you ask questions in the future?

How will the Design Thinking Workshop Kit and participating in the workshop change how you design services in the future?

ORGANIZATION:

OLDER ADULT/CAREGIVER DESIGN THINKING WORKSHOP REFLECTION

**Have each staff workshop participant answer the questions below and send them back to us.
See page 2 for complete instructions**

What did you do as part of the workshop today?

What did you hear during today's workshop?

What did it feel like to be a part of the workshop today with staff?

What was hard or frustrating about participating today?

What was a high point about participating today?

CONTINUED ON NEXT PAGE

What about participating today made you think differently?

What was a high point about participating in the workshop?

What did you learn?

What part of the workshop or kit did you find most useful?

What will you take away from participating today?