

# Learning from Each Other in Disruptive Times through Design Thinking

Academic Practice And Technology (APT) 2021 Conference

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## Presenters

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## Wider team

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## Check In



## Pencil Exercise

- Think of as many questions about this pencil as you can in 1 minute
- Crazier the better
- Try for at least 10 questions
- Put your questions in the chat



## Origin Story

- Created as part of the Interdisciplinarity strand of the Education Strategy in 2018
- Student entrepreneurship and leadership (Mars, 2008)
- Elements of design thinking and problem solving
- Skills development and extra curricular
- Designed for diversity (Mercer-Mapstone and Bovill, 2019)

= **Warwick Secret Challenge**



## How it Works

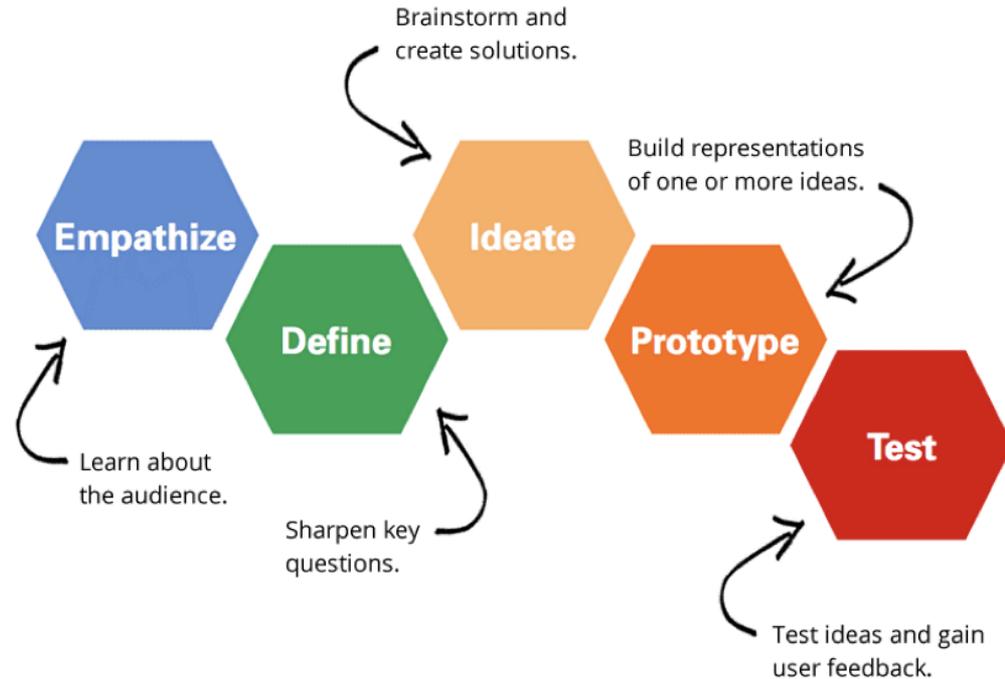
- Introduction to design thinking methodology
- Introduction to the Challenge and problem statement
- Design thinking mini sprint
  - Creative exercise
  - Mind mapping
  - Empathy mapping
  - Ideation
- Student presentations and prize giving



## What is Design Thinking?

- "Design thinking is a methodology for **creative problem solving.**" (d.school)
- "Design Thinking is an iterative process in which we seek to understand the user, challenge assumptions, and redefine problems in an attempt to **identify alternative strategies and solutions that might not be instantly apparent with our initial level of understanding.**"

## What is Design Thinking?



## Key insights

- Engagement and problem solving ecosystem (Healey et al., 2014)
- Develop innovative insights, solutions and ways to reframe problems
- Distributed leadership
- Student owned
- Access without labels and emotional labour
- Student facilitators

## Online

### **External partners**

- BT: Student input on drone testing on campus
- Startups looking for student perspective
- Tools: MS Teams, Google Docs and slides

### **Warwick Employability Challenge**

- Cross departmental design sprint
- 12 teams
- Tools: MS Teams, PPT, Canva, Vevox

# Fellow's Offline Insights

- Make it messy (lots of post its) to form new thoughts and ideas
- Utilize chance to develop strong connections between team members



# Fellow's Online Insights

- Harder to create the same messiness through digital tools
- Shorter but still sweet to avoid digital fatigue
- Embrace opportunities to connect with people around the world
- Keep tools as intuitive as possible (e.g. Miro vs G-Slides)
- Group sizes small(er than offline)
- Visual guidance through the process
- Regularly check-in with participants (e.g. check-in question, voting, etc.)

Team Check-in



Empathy map

5 mins

What do you see?

What do you think?



What do you do?

What do you feel?

## Fellow's Insights on Mindset

- The beauty of inspiration around us – imagine slide
- Creating a safe space for people to tell and own their stories
  - Own their degree/discipline e.g. through a Team CV
- Building on crazy ideas not shutting them down
- Co-creation of knowledge
- Chance to empower individuals to show them how they can make an impact the challenge
- Student facilitator <-> student participant
- Planning is good, agility is better and stay open to change



## Other Reflections

- Difficulty in working with stakeholders in creating a problem statement
  - Often they don't know what the problem is
- Need to ensure that stakeholders give you solutions which they want to see implemented (using it for confirmation bias)
- Can be difficult to create this safe space for individuals to open up about their experience and that is okay!
- Individuals can sometimes get lost in parts- as a facilitator need to know when to jump in and when to allow them keep going down this "rabbit hole"
- Staff enjoyed working with students although some resistance in recruiting stage

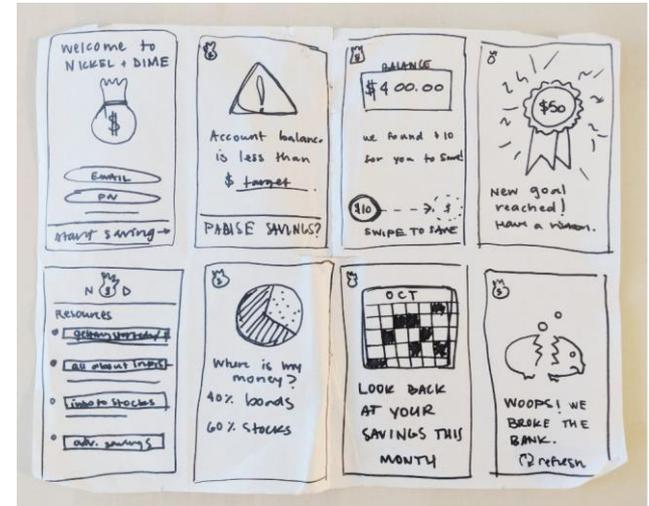
## Reflect on existing practices

- Break out in teams of 3
- Use Padlet to share existing practices
- Success and failures
- Pains and gains
- Consider why these practices worked in disruptive times



## Crazy 8s

- Individual exercise to ideate, iterate and improve an existing idea
- What would be another good way to do ... ?
- Fold or line an A4 sheet to form 8 squares
- 60 secs each and 8 mins in total
- **What would be another good way for students and staff to partner in disruptive times?**



# Thank you!

# Q&A

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