

EXPLORE INTRODUCTION

OVERVIEW OF EXPLORE THE PROBLEM PHASE

Worksheets in the Explore the Problem phase are designed to help your team understand the experiences, emotions and motivations of others. Designers use specific design research methods to learn more about the needs of the stakeholders for whom they are designing. Preparation for this part of the process can be done collaboratively with other school groups.

This phase of the design challenge will include: preparing to interview, interview questions and additional techniques, interview reflection tools, and observation and journey mapping tools. Also included is the optional activity of visiting a school to shadow a student. Preparation and reflection tools are provided for the shadow experience.

OBJECTIVES OF EXPLORE THE PROBLEM PHASE

The goal of this phase is to engage with the most relevant (and most underrepresented) stakeholders in your school related to the problem you are working to solve. This phase is focused on having dynamic conversations and gaining new perspectives through one-on-one conversations.

At the end of this phase, all team members should have engaged in three interviews (at least one must be a student) and captured notes from those interviews. Team members should also complete an observation and journey map. The school shadow is an optional additional step.

MINDSETS OF EXPLORE THE PROBLEM PHASE

- Get inspired by people - active listening is a source of creative inspiration
- Put aside biases and assumptions about what you think the problem is - listen to the stakeholder.
- Look carefully to understand potential problems and opportunities
- Stay optimistic that you can solve the problem
- Hold back on solving the problem during this phase

