

DEFINE INTRODUCTION

■ OVERVIEW OF DEFINE THE PROBLEM PHASE

The worksheets in the **Define the Problem** phase of the challenge are focused on developing a point of view about the needs of your stakeholder. During this stage of the challenge, designers narrow from lots of information to a statement that is inspiring and specific. This part of the challenge can be done in school-based teams or collaboratively with other schools.

This phase of the design challenge will include: analyzing your design research activities (interviews, observations and shadows), inferring an interesting insight to build a Point of View statement and writing How Might We questions.

■ OBJECTIVES OF DEFINE THE PROBLEM PHASE

The goal of this phase is to identify the needs of your stakeholders based on what you heard and saw about their experiences, motivations and emotions.

At the end of this phase, all team members should be clear on several new Point of View statements that they will use to inform their design work. The team will also generate How Might We questions that they will use to generate solutions.

■ MINDSETS OF DEFINE THE PROBLEM PHASE

- Seek new perspectives on old problems
- Look carefully to understand potential problems and opportunities
- Stay optimistic that you can solve the problem
- See opportunities in constraints
- Get comfortable with navigating contradictory information
- Hold back on solving the problem during this phase

