

North America

SERVICE DESIGN THINKING FACILITATION TRAINING

Learn how to facilitate Design Thinking workshop sessions for mixed audiences in this 2-day high energy course for Design Thinking practitioners.



www.designthinkersacademy.com/us/

WORKSHOP STRUCTURE

Classroom training sessions

Online training sessions

Workshop Day 01

Workshop Day 02

Reconnect
Session

Location: New York City

Location: Online reconnect session with deep dives on facilitation topics and sharing of experiences.

Participants: max 15 spots

We designed a 'Learning by Doing' experience in a 2-day classroom setting followed by one Personal Online Coaching session for you to learn how to facilitate Design Thinking workshop sessions for mixed audiences.

The objective of the 2-day classroom training is to understand your facilitation skills' strengths and improve your opportunity areas through a combination of facilitation experiences and coaching with a balanced mix of theory and practice.

Workshop & Agenda Design for different type of workshops; Problem Statements & Reframing; Facilitation Theory, Tips and Hands-on Experience with a Real Case Study; Core Design Thinking workshop flow as starting point for Future Workshop Design.

The content of the Online Coaching Reconnect Session will be adjusted based on the participants' needs: Workshop Design and review of the participant's workshop examples, Advanced Facilitation Techniques and Turning Workshop Results into Action Steps.

Service Design Thinking
Facilitation Training

2-DAY TRAINING PROGRAM

We designed a 'Learning by Doing' experience in a 2-day classroom setting followed by one Personal Online Coaching session for you to learn how to facilitate Design Thinking workshop sessions for mixed audiences. The activities for the 2-day classroom training are a balanced mix of theory and practice:

- DAY 1: Facility Skill Assessment, Workshop Types, Core Design Thinking Workshop Flow, Problem Statement Definition & Art of Facilitation, Agenda & Workshop Design;
- DAY 2: Energy Management, Facilitation Team Management, Facilitating an actual Design Thinking workshop, Feedback on Facilitation Skills.

DAY 01

hr 09:00

Start of Day 01, Registration and Welcome

hr 10:00

Facilitation skills assessment

Workshop formats

hr 11:00

Core DesignThinking workshop flow

hr 12:00

Lunch

hr 13:00

'Learning by Doing'
Facilitation in practice

hr 14:00

'The Art of Facilitation'

hr 15:00

Problem statement definition
and Workshop objectives

hr 16:00

Agenda & Workshop design

hr 17:00

Half-day Workshop preparation

Wrap-up

hr 18:00

Networking drinks

hr 19:00

DAY 02

Start of Day 02

Recap previous day activities

Successful facilitation teams

Energy management and Energizing activities

Workshop preparation

Working Lunch

'Learning by Doing'
DesignThinking Workshop

Workshop review

Facilitation feedback

Closure of training, Follow-up Online Coaching

KEY TOOLS



Facilitation Skills Assessment

The training starts with self-assessment to help the participant to be aware of their strengths and improvement areas. With regular exercises, during the 1 hr workshop and the half-day workshop there will be plenty of opportunity to practice and improve. At the end of the 2-day training, the participant is ready facilitate sessions and also has a good insight which areas would require further attention.



Core DT Workshop Flow

The objective of the core DT workshop flow is to provide the participants with a basis from which they can adjust the workshop flow based on the specific problem statement that needs to be resolved. Having a standard (basis) workshop format allows the facilitator to use this as the starting point for their workshop design. The DT standard workshop flow is based on an 'idea generation' workshop and will be applied during the training to make the participants familiar with the flow. The tools that will be used should not require any explanation and can be used directly.



Problem Statement & Reframing

A well-defined problem statement is the key to a successful workshop. Therefore, the participant will be shown how they can assess problem statements to understand if the further work is required and what kind of workshop approach is required to be able to meet the objectives.

During the exercises in training, the participant will be exposed to real problem statements and taught if and how the problems statement require reframing.



Templates & Tools

After the training, the participants will have access to an inventory of additional templates & tools that can be used to tailor the workshop flow. This inventory is based on templates and tools exists that have been designed by DesignThinkers Academy as well as other commonly used and publicly available templates.