

Transforming HR with Design Thinking

2 day training + 6 Weeks of Action Learning Journey for HR professionals



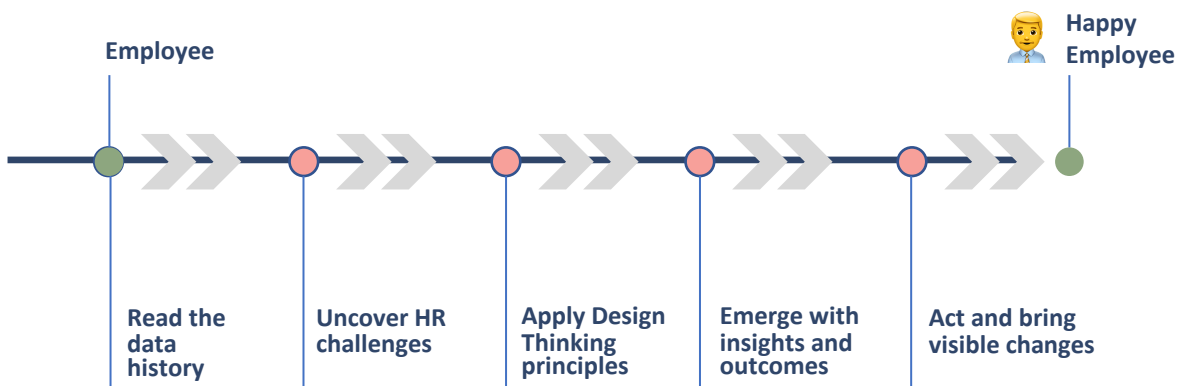


Design thinking is not about solving design problems...

It is about solving business problems with the design process



Attract, Onboard & Retain Employees



Winning the Talent War - Balancing the Specialist Vs Generalist Paradigm

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Developing Higher Levels of Competencies

Increasingly utilize analytics and big data to augment its value to employees and the firm

SOME CHALLENGES FACED BY HR

Managing and engaging a large remote workforce

Impact of Diversity and other programs

Changed demographic demands, changed culture and values – Global Teams & younger workforces.

HR will need to become more like Marketing – managing brand, its relevance and values

Creating and Sustaining great people experiences.

WHAT IS DESIGN THINKING?

Design thinking is a problem-solving methodology that involves a **human-centered approach** to understanding and addressing complex challenges.

The goal of design thinking is to create **innovative and effective solutions that meet the needs of employees and stakeholders**, while also driving business results and improving organizational performance.

User Empathy:

Design thinking encourages HR professionals to deeply understand the needs and perspectives of employees, which is essential for creating policies and processes that are aligned with their needs.

Problem-Solving:

Design thinking is a structured approach to problem-solving that helps HR professionals to identify and solve HR challenges in a systematic way. It encourages HR professionals to think creatively and come up with innovative solutions to complex problems.

Collaboration:

Design thinking encourages collaboration and teamwork, which is essential for HR professionals who often work with other departments, such as IT and finance. Collaboration helps to ensure that policies and processes are aligned with the needs of all stakeholders and are consistent with the company's culture and values.

Continuous Improvement:

Design thinking is an iterative process that involves multiple rounds of ideation, prototyping, and testing. This approach allows HR professionals to refine and improve policies and processes over time based on feedback from employees.

PROGRAM OVERVIEW

OVERVIEW

Experience the power of Design Thinking to create a path of Innovation. The Instructor-led Design Thinking workshops cover **fundamental principles** of Design Thinking, the Design Thinking process steps, and awareness about the **Design Tools** used in Design Thinking. Design Thinking helps solve wicked problems and we believe is the best tool to handle ambiguous situations.

WHY SHOULD I ATTEND?

- Design engaging **user-centered solutions**
- **Simplifying** complex design projects
- Developing **empathy** for users
- Improve design **processes and collaboration**
- **Build expertise** with specific design tools and methods

1



Design thinking principles and techniques

2



Learn by Doing

3



Group Activities

4



Practitioners certificate on completion

5



Capstone Project

6



QGLUE Design Thinking Playbook

JOURNEY

PRE-CLASS
KICK-OFF



LEARNING
WORKSHOP



ACTION LEARNING
CAPSTONE PROJECT



PRACTITIONER'S
CERTIFICATE

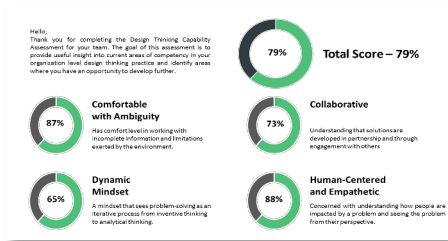


PROGRAM CURRICULUM

<p>1. Intro to Design Thinking</p> <p>What is design thinking? What are wicked problems ? Non Linear approach to problem solving, solving the right problem Understanding the importance of Human-Centred Innovation and relevance through case studies.</p>	<p>7. Empathy Map</p> <p>Organizing information from the stakeholder interview under 'Says', 'Thinks', 'Does & 'Feels' buckets Empathy Map Exercise</p>
<p>2. Understanding touchpoints</p> <p>A day in the life of different HR Functions The People Function experience and the People Experience Understanding the levels and complexities within the Organization</p>	<p>8. Define – Problem Framing</p> <p>Framing a problem using 'How Might We?' Designing success criteria HMW Exercise</p>
<p>3. Discover – Stakeholder Mapping</p> <p>Understanding key stakeholders and the relationship between them Types of Stakeholders - Leading, Participating, Observing Activity - Stakeholders, Roles</p>	<p>9. Develop – Ideation</p> <p>Overview of Different Ideation Techniques SCAMPER Model Visual Storytelling Ideas without Bias or Constraints Ideation Exercise</p>
<p>4. Reading our Data history</p> <p>Selecting Challenge area & surfacing past data to draw inferences The Business Problem Versus the Data Problem Vs the People experience problem Data tells stories - The role of measurement and analytics in the people function Activity - What are we measuring / using? Leading Vs Lagging Indicators Activity - Defining our Challenge area</p>	<p>10. Voting & Prioritization</p> <p>Narrowing down on the solution through voting and importance vs difficulty matrix Exercise for selecting ideas</p>
<p>5. Interview of Stakeholder</p> <p>What's in it for stakeholders? Impacts of levels on perception Preparing for and interviewing primary stakeholders. Activity - Role play - Does this contradict the data?</p>	<p>11. Deliver – Prototyping</p> <p>Choose a method to prototype for the challenge area picked up. Different types and methods of prototyping Exercise - Prototype of Challenge Selected</p>
<p>6. Journey Map/Service map</p> <p>Creating journey map to map key touchpoints, Case study on Journey Map.</p>	<p>12. Critiquing – Rose, Thorn, Bud</p> <p>Enable other teams to give constructive feedback. Exercise - Demo of the prototype & Feedback Exercise - High Level Roadmap of actions to bring prototype to life / scale</p>

POST-PROGRAM

Receive your assessment report-post online assessment



All participants are provided a post class assessment on 8 design thinking competencies and 25 skill areas. Each Participant Gets a Report After the Post Training Assessment

Receive QGLUE's Design Thinker's Playbook

The QGLUE Design Thinker's Playbook captures some of the most powerful design thinking fundamentals and innovative tools. Each tool is meticulously displayed on a separate page and can be used as a template.



Receive QGLUE's Practitioner's Certificate



Upon successful completion of the post workshop Action Learning Project participants will be awarded with a Design Thinkers Practitioners Certificate.

Some of our customers Engaged with us for Design Led Solutions

“The tools explained are extremely apt and suitable to be directly applied in an organisation.”

Vice President - Procurement
Barclays

“Collaboration, co-creation and discussions were the best part of the Design Thinking Workshop. I really liked how each concept and tool is explained using a variety of examples.

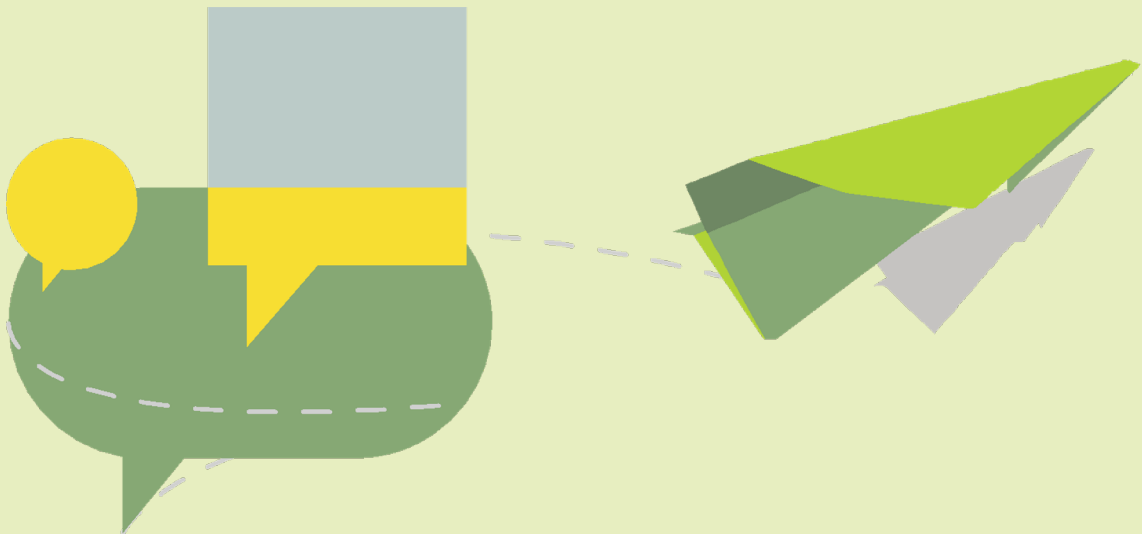
Marketing Leader
IBM

“Very insightful workshop. Learnt a lot of new things. The examples and use-cases shared during the Design Thinking Workshop were quite relevant to the content.”

Group Manager,
Learning and Development
Mercer

“An extremely user-centric workshop with an approachable, friendly and supportive trainer. The content was relevant for me with practical exercises.”

Consultant
UNICEF



About QAI

Founded by William Perry, USA in 1980, QAI is a transnational consulting company facilitating quality and process improvement in organizations worldwide. With presence in 30 countries and 700 successful client journeys, QAI has evangelized process improvement, operational excellence and quality in India and globally. QAI has trained 180,000 professionals and certified over 40,000 people.

30 Years in Existence

700+ Customer Journeys/ Engagements

1000+ Improvement and Six Sigma Projects Delivered 1700+ Corporate In-house Trainings in more than 15+ Countries

About QGLUE

QGLUE is the design and innovation arm of QAI. It brings a unique Design and innovation led human-centred approach to building products, services and businesses – making future living better with happier people. QGLUE equips people to solve wicked problems by helping them reach a solution that is not just right, but also desirable.

Speak to our team:

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