

## GRASP™-infused Design Thinking Courses

# Overview of Courses

**Duration:** 2 days, 8 hours per day (inclusive of a 1-hour lunch break)

**Venue:** At client's premises

**Max. class size:** 24 pax

**Min. class size:** 18 pax

**Versions:** (1) For Executives and above (2) For Support Officers

**Cost:** (1) \$250/pax (2) \$230/pax

**Sign up through email:** [graspguru@gmail.com](mailto:graspguru@gmail.com), stating the Course Title, Class Size and Version of choice.

## Synopsis

The GRASP™ Design Thinking courses are dynamic and interdisciplinary courses which blend the principles of design thinking and behavioural insights to foster innovation and creativity. This course aims to equip participants with a comprehensive understanding of human-centred problem solving and deep critical thinking, enabling them to design user-centric solutions which effectively address real-world industry challenges. Highly interactive and experiential, the courses are designed to make learning come to life and relevant to all!

## Learning Objectives

1. Participants shall develop a more human-centred and experimental mindset and approach towards problem solving.
2. Participants shall learn and apply essential Design Thinking and Critical Thinking tools and techniques which serve as a common language for practical innovation.
3. Participants shall collaborate across departments and job functions on a joint project related to their organisation.
4. Participants shall learn tips on how to pitch innovative ideas convincingly to stakeholders.

# GRASPTM-infused Design Thinking Courses

## (1) Course Outline for Executives and above

s/n	Topics/ Activities	Learning Objectives
<b>APPLY DESIGN AND ANALYTICAL (CRITICAL) THINKING</b>		
1	<b>Interactive activity for a quick taste of human-centred design</b> – Jetsetter™ Paper Aeroplane Competition	1
2	<b>Intro to analytical (critical) thinking</b> – (1) Different levels of thinking (Bloom's Taxonomy) (2) Why do we think the way we think now (Ladder of Inference, and where the gaps are which hinders us from design and critical thinking) (3) Why are they important for your work (4) When do you apply them (6) Illustrative examples	2, 3
3	<b>Empathy in design thinking – Gather key information and data through research</b> – (1) Dangers of assumptions (2) Why is research important in human-centred problem solving (3) Quantitative and qualitative research (6 methods) (4) Ensure quality of information and data gathered	2, 3
4	<b>Analyse processes, products and spaces</b> – (1) Journey Map or Service Blueprint (for processes) (2) Product Map (for equipment, vehicles, hardware) (3) Space Map (for rooms, general spaces) (4) FRESH™ framework – Helps us to identify areas for improvement and to envision the future	2, 3
5	<b>Thematic analysis</b> – How to notice patterns in information and data gathered, and to form meaningful connections amongst them	2, 3
6	<b>Prioritise the problems/ pains to be addressed</b> – (1) Shortcomings of the traditional Eisenhower Matrix (Urgent vs Important) in prioritisation (2) Pains prioritisation grid	2, 3
7	<b>Derive insights to a situation</b> – (1) Mindmapping (2) Jobs-To-Be-Done (3) Root Cause Analysis	1, 2, 3
8	<b>Deal with tricky problems/ pains</b> – Turn it to your advantage	1, 2
9	<b>Analyse key stakeholders</b> – (1) Who are the key stakeholders in a particular situation (stakeholder grid) (2) The motivations that drive key stakeholders (e.g. meaningful work, money, career, fame, etc) (3) What kind of information is each stakeholder group more interested in (4) How their preference for certain types of information affects the way they think (revisit Ladder of Inference) (5) Which mode of communication is preferred by each stakeholder group (6) Persona Maps of key stakeholders	2, 3
<b>BE ABLE TO INITIATE CHANGE</b>		
10	<b>Recap of Day 1</b>	NA
11	<b>Formulate a robust challenge statement</b> – How Might We statement	2, 3
12	<b>Develop wild and breakthrough ideas</b> – (1) Adapt from existing (2) Defy logic (3) Defy Science (4) Use futuristic technology (5) Use superpowers (6) Use magic (7) Refer to the Persona Map (8) Leverage trends	2, 3
13	<b>Prioritise the ideas</b> – (1) The problem with SWOT analysis: Comparison among ideas is based on number of items in SWOT, and not based on the degree of importance (2) HOW NOW WOW grid (3) Ideas prioritisation grid	2, 3
14	<b>Influence key stakeholders to accept your idea</b> – (1) Behavioural Insights MINDSPACE (2) Decoy	2, 3
15	<b>Principles of rapid prototyping</b> – (1) Made quickly (2) Performs the intended function (3) Immersive experience	1, 2, 3
16	<b>Formats of prototype</b> – (1) Technological interfaces (2) Products and spaces (3) Processes	1, 2, 3
17	<b>Test the prototype</b> – (1) Design questions for testers (2) How to enhance the prototype	1, 2, 3
18	<b>Short presentation on challenge statement, prototype solution and feedback</b>	3, 4
19	<b>Key summary and individual reflections</b>	NA

### Important Notes

- *Online classes may be arranged.*
- *GRASP Guru reserves the right to exercise discretion in making ad hoc amendments to the trainer, max. pax limit, course timing, content, activities and/or partnering agencies to provide a more conducive learning experience for all participants.*
- *We do not charge GST.*

# GRASPTM-infused Design Thinking Courses

## (2) Course Outline for Support Officers

s/n	Topics/ Activities	Learning Objectives
APPLY DESIGN AND ANALYTICAL (CRITICAL) THINKING		
1	<b>Introduction to Design Thinking</b> – Define design thinking and its relevance to problem-solving in a support officer context	1, 2
2	<b>Empathy and Understanding</b> – Discuss the importance of empathy in design thinking, with a focus on understanding user needs and perspectives	1, 2
3	<b>Case Study: User-Centered Design</b> – Analyze a real-life example of user-centered design in a support officer setting	1, 2
4	<b>Interactive Activity: Empathy Mapping</b> – Participants will work in groups to create empathy maps, visualizing user needs and pain points	1, 2, 3
5	<b>Group Discussion: Pain Points and Opportunities</b> – Groups will share their empathy maps and discuss identified pain points and opportunities for improvement	1, 2, 3
6	<b>Ideation Techniques</b> – Introduce participants to various ideation techniques, such as brainstorming and mind mapping	2
7	<b>Interactive Activity: Ideation Session</b> – Participants will engage in a facilitated ideation session to generate innovative solutions	2, 3
BE ABLE TO INITIATE CHANGE		
8	<b>Prototyping and Testing</b> – Discuss the importance of prototyping and testing in design thinking, with a focus on iterative refinement	1, 2
9	<b>Interactive Activity: Prototyping Exercise</b> – Participants will work in groups to create prototypes and test their solutions	1, 2, 3
10	<b>Group Discussion: Feedback and Iteration</b> – Groups will share their prototypes, receive feedback, and discuss iterations for improvement	1, 2, 3
11	<b>Implementation and Scaling</b> – Discuss strategies for implementing and scaling design thinking solutions in a support officer context	1, 2
12	<b>Final Group Activity: Design Thinking in Action</b> – Participants will work in groups to apply design thinking principles to a real-life scenario, presenting their solutions to the class	1, 2, 3, 4
13	<b>Tips for Pitching Innovative Ideas</b> – Provide guidance on effectively communicating innovative ideas to stakeholders	4

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