



1. HUMAN-CENTRED PROBLEM SOLVING AND INNOVATION

Learn how to blend stakeholders' needs seamlessly with cutting edge technology adoption.

DURATION: 1 day, 9am – 5pm

FORMAT: In-person or Zoom

MAX. CLASS SIZE: 20 pax

PRICE: \$5,000 (Additional \$900 if you would like us to provide a venue and stationery. We don't charge GST. Price includes programme customisation, courseware development, course materials, activity design and facilitation.)

Scenario Setting – You are from the Anti-scam Cybersecurity Unit

Intro to Design Thinking

- Quick appreciation of Design Thinking – “Our ideal mobile phone design” activity
- Definition of Design Thinking
- Role of Design Thinking in cybersecurity
- How to apply Design Thinking for business success
- Popular Design Thinking frameworks

The Five Stages of Design Thinking ([d.school](#))

- Empathise
 - Empathy and validating Assumptions
 - Research Methodologies and using Digital Tools (e.g. AI) for research
 - Persona Mapping Red Team Activity – Choose your scam victim
 - Journey Mapping Red Team Activity – Cyber journey of your scam victim
- Define
 - Root Cause Analysis and the Five Why's
 - Red Team Activity – Root Cause Mindmap
 - Crafting a solid Challenge Statement
 - Blue Team Activity – Challenge Statement formulation
- Ideation
 - What are silly ideas and real-life examples
 - Ideation with Persona Map, current Trends and various Technologies
 - Prioritise winning Ideas
 - Blue Team Activity – Brainstorm solutions to your Challenge Statement

- Prototype and Test
 - Importance of Prototyping
 - Principles of Rapid Prototyping
 - Prototyping formats and using Digital Tools for Prototyping
 - Purpose of Testing and steps to get feedback
 - Blue Team Activity – Prototype, Test and Pitch

Conclusion

- Tabulation of team scores and announcement of Competition Winners
- Key points in Design Thinking and importance of iterating the process
- Course Reflections and Key Takeaways



For Enquiries, please email graspguru@gmail.com