Design Thinking Workshop:

Upskilling Your Workforce to Build the IT Team for the Future

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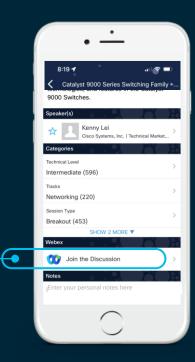@ronytomen

ITLBRK-2001

Cisco Webex App

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with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click "Join the Discussion"
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4. Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.

https://ciscolive.ciscoevents.com/ciscolivebot/#ITLBRK-2001

3

Agenda

- Introduction

- Team forming & Ice breaker

- IT Learning

- Introducing Cisco U.

- Design Thinking Activities:
  - Discover: Tech Buzz Word Sort
  - Define: Affinity Map and Dot Vote
  - Explore: Sentiment Feedback and Readout of results

- Conclusion

"Give the ones you love wings to fly, roots to come back, and reasons to stay."

Dalai Lama

Ice Breaker:
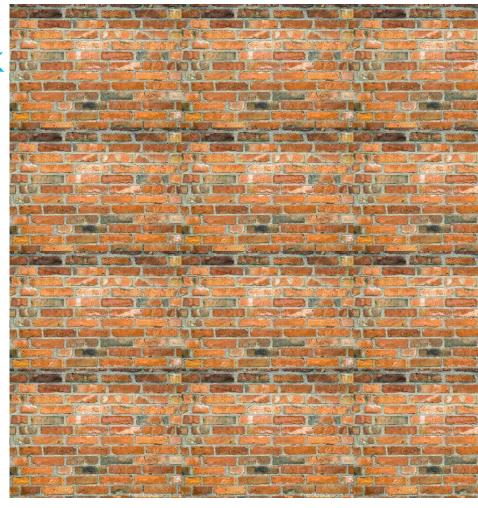# 1000 ways to use a brick

🕐 5 mins

Goal

Enable quick team forming.

Concept

Enable team members to quickly get to know each other and build rapport with each other by participating in a quick activity or game.

1000 ways to use a brick: Instructions

⏱ 5 mins

Steps

1. First, in your mind picture a simple red brick. A brick can have many use cases: it can be used as a doorstop; it can be used to build a house; and it can even be used as a weight – the possibilities are endless.

Your job in this ice breaker activity is to think of the many different and unusual uses for a simple red brick.

2. To start this ice breaker, go clockwise around the table and have each person quickly say how they would use a simple red brick.

3. Have fun and allow yourself to get as creative as possible – it's more fun that way!

The State of IT Learning

"By 2022, the financial impact of the IT skills gap will grow to $775 billion worldwide ... as a result of delayed release of products/service, missed revenue, or increased cost." (IDC)

Skills building

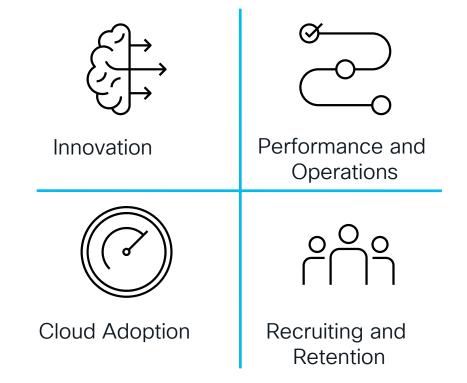**57%**   To enable the implementation of a new offer, business model, or strategy.

53%   To react to emerging technological disruptions.

3 Options   New Hires | Contractors | Upskill and Reskill

Source: McKinsey

The companies that do invest in learning see…

Innovation

Performance and Operations
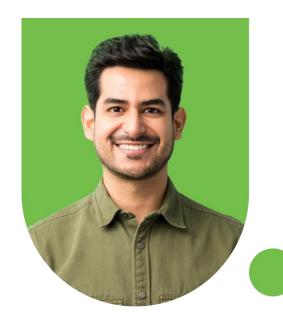
Cloud Adoption

Recruiting and Retention

Meeting the demand of today's IT workplace is no small feat

- Launch the latest network technologies

- Shift towards cloud connected workloads

- Learn new tech skillsets

- Employ hybrid work solutions
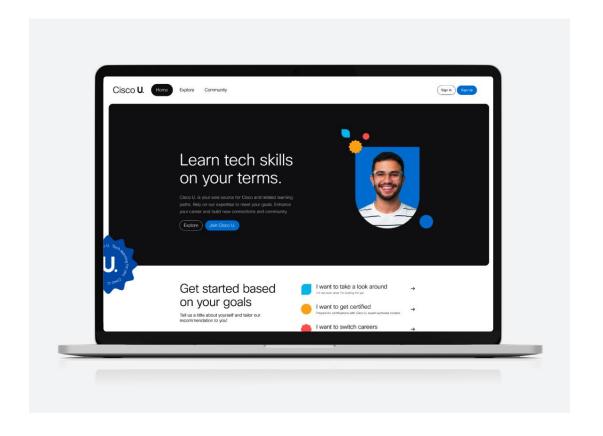
- Access strategic training in the moment of need

Introducing:

Cisco **U.**

Tech learning, shaped to you.

Cisco U. guides tech learners to the role, certification, or solution they need through:

- Tailored learning paths

- Skills insights

- AI-driven recommendations

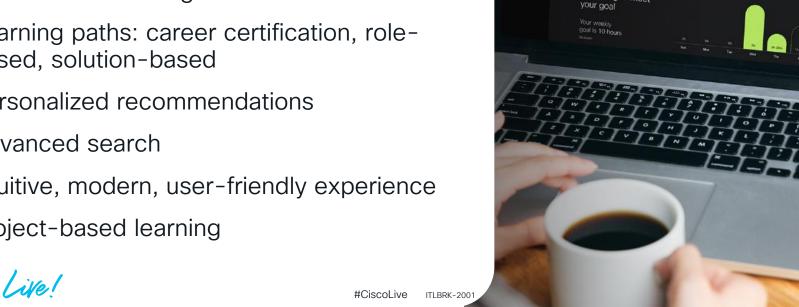- Project-based learning

- Modular learning

Guidance that provides an experience built around the learner

- Quick-start pre-assessments

- Goal-based learning

- Learning paths: career certification, role-based, solution-based

- Personalized recommendations

- Advanced search

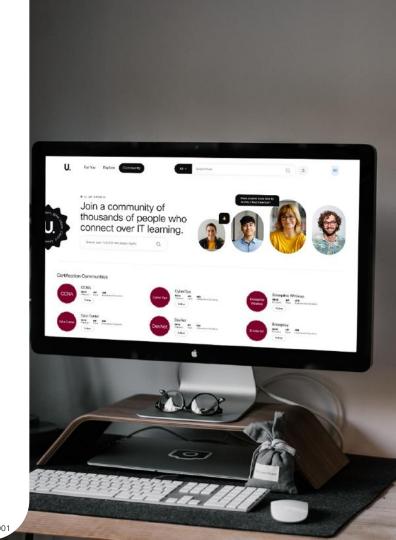- Intuitive, modern, user-friendly experience

- Project-based learning

Community that offers a space for learners and content creators to connect

- Leverage a global community of 1M+ members

- Participate in forum activity/topics and social media from a single place

- Join study groups and digital communities

- Network with organizations and learners to build connections

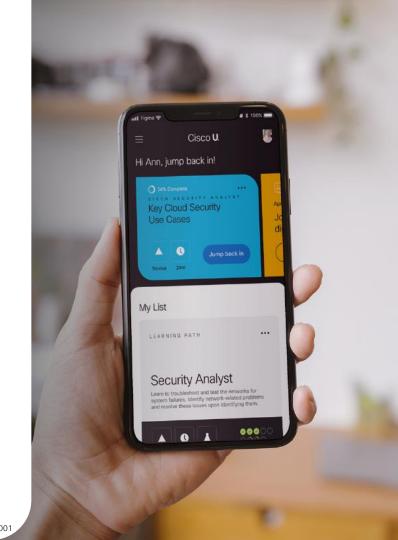- Be part of a community within a company

Depth of quality you expect from a tech industry leader

- Adjacent technologies

- Evolution of Cisco learning offerings combined in one convenient place

- Modular learning

- Learning in many forms

- Digital classroom

- Continuing education for skills and certifications
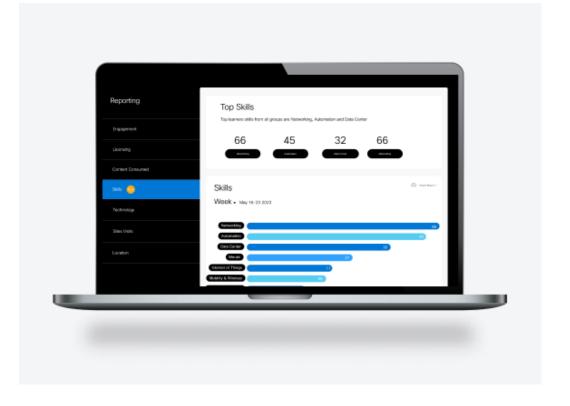
Insights into team skills and knowledge

- Org and team views of skills and certifications

- Ability to assign learning and track progress

- Time invested

- View employee interests
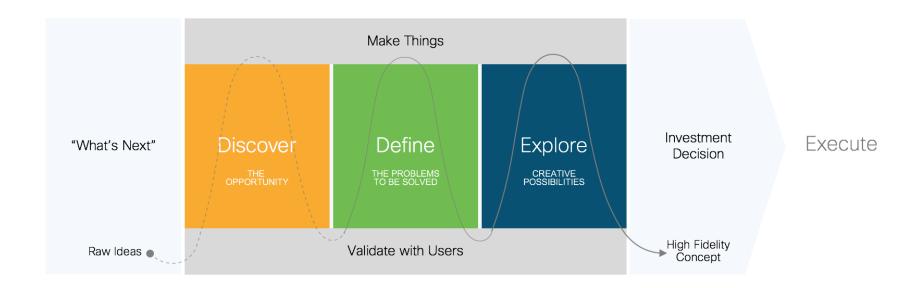
Cisco Design Thinking Activities
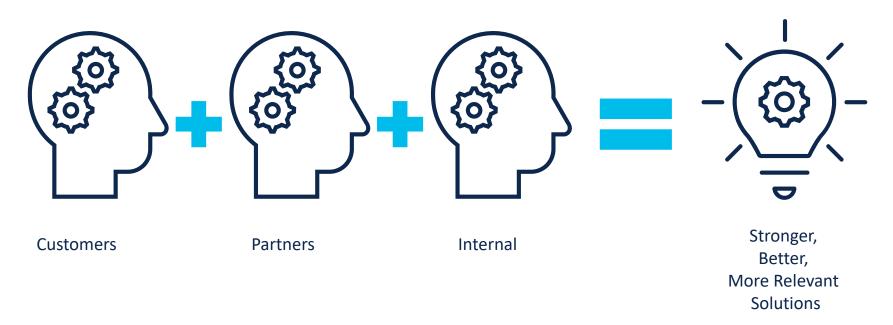
Cisco Design Thinking

Why should I be *"All in"* and participate?

Customers + Partners + Internal = Stronger, Better, More Relevant Solutions

Plus, you'll get a chance to influence our Learning and Certifications roadmap for FY23 and beyond.

Learning and Certifications Roadmap

Tech
Buzz Word
Sort

Tech Buzz Word Sort

🕐 10 mins

Goal

Identify what technologies are most popular.

Concept

Tech Buzz Word Sort is an in-person version of a cloud word builder tool. It allows you to quickly identify across a large group of people, what technology terms and solutions are most popular at this current moment of time.

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Tech Buzz Word Sort: Instructions

🕐 10 mins

Steps

1. Laid out on the table are technology terms and solutions that are most popular at this current moment of time.

The table is divided into two sides. Working as a team, you'll divide these technology terms and solutions into two categories:

• NEED TO KNOW: Technology and solutions my team needs to know/learn now and in the future.

• NICE TO KNOW: Technology and solutions that are helpful for my team to be aware of, however is not critical to their roles.

2. Once all the terms have been divided, have your facilitator take a picture of each side of the table. Then place all the "NICE TO KNOW" terms into the red cup and place the "NEED TO KNOW" terms in the green cup.

3. Now, focusing on the "NEED TO KNOW" words in the green cup, as a team, select the 5 most important technologies and solutions to know now and in the future.

4. Have your facilitator take a picture of the 5 most important technologies and solutions to know now and in the future. Place these technology terms into the green cup.

5. Place the remaining terms into the orange cup.

Affinity Mapping

Affinity Mapping

🕐 30 mins

Goal

Identify larger themes in your data.

Concept

Affinity Mapping helps you and your team make sense out of user insights, feature ideas, and other bits of content.

Affinity Mapping: Instructions

🕐 30 mins

Steps

1. Using the provided topic, have each team member generate a list of ideas on their sticky notes.

2. Organize your sticky notes on a whiteboard or piece of easel paper. Go through them so everyone understands what the content is. Put identical sticky notes on top of one another.

3. Together with your team, start re-organizing the sticky notes to groups that share some affinity. Feel free to talk through what goes where. Themes are always unique to your data.

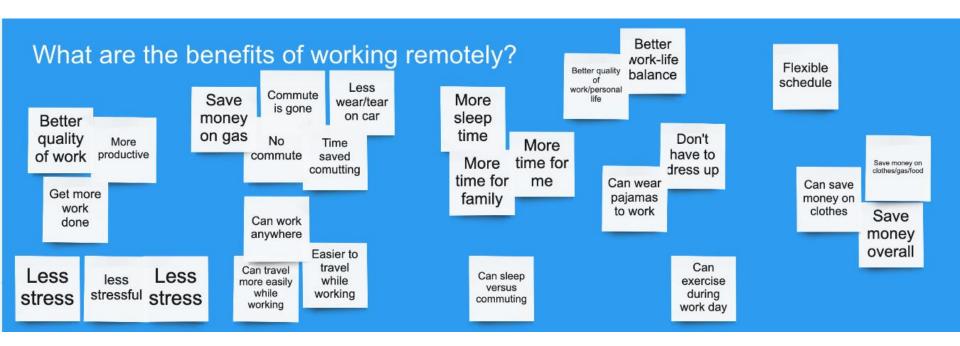4. Discuss the most relevant findings for your specific challenge, and which themes to move forward with.

Affinity Mapping: Example

What are the benefits of working remotely?

						No commute	Better work-life balance	Flexible schedule	More time for me	Save money on clothes/gas/food
Better quality of work	Easier to travel while working	Save money on gas	Get more work done	More time for family	More sleep time	Better quality of work/personal life	Commute is gone	Don't have to dress up	Less wear/tear on car	Sane money overall
Can sleep versus commuting	Less stress	Can save money on clothes	Can work anywhere	Can exercise during work day	Can travel more easily while working	Can wear pajamas to work	less stressful	More productive	Time saved comutting	Less stress

Affinity Mapping: Example with grouping of Themes

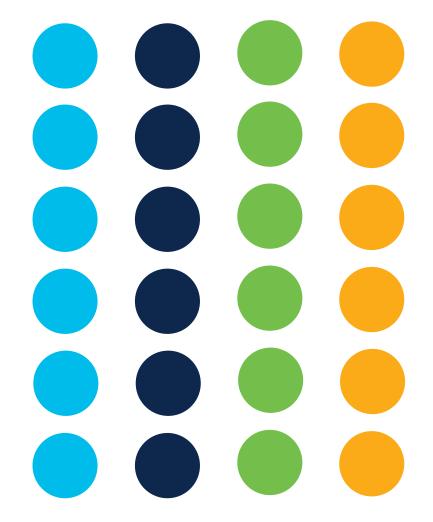# Dot Vote

Dot Vote

🕐 15 mins

Goal

Align on ideas quickly.

Concept

Dot voting can help your team resolve big debates in minutes. This technique helps you avoid rabbit holes and drives your team toward a decision faster. It also helps democratize decision-making, as everyone gets to weigh in.
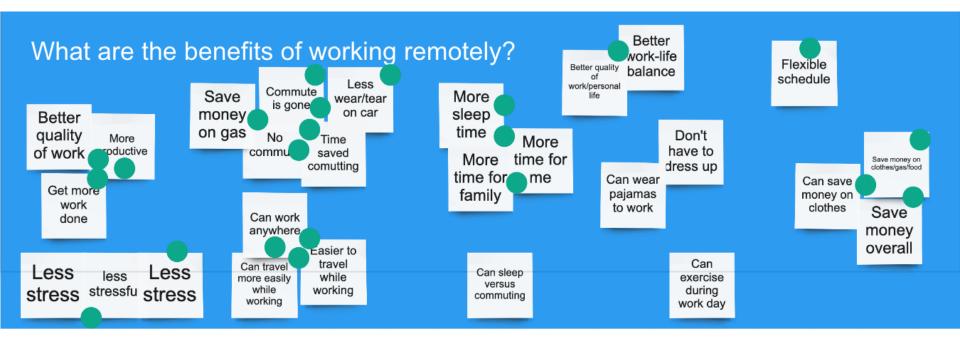
Dot Vote: Instructions

🕐 15 mins

Steps

1. Organize your sticky note ideas on the wall so everyone can read them.

2. Share three dot votes with each participant.

3. Everyone gets to vote at the same time by placing their dots by the ideas they like on the wall.

4. Pick the 3 - 5 ideas with the most votes and discuss with participants why they liked them.

Dot Vote: Example

Looking for your Feedback

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Sentiment Feedback

🕐 10 mins

Goal

Validate the solution's viability and how it can be improved.

Concept

As soon as you have a business idea and/or protype, it is time to share it with users and collect their feedback.

Sentiment Feedback: Instructions

🕐10 mins

Steps

1. Scan the QR-code below:

2. Read the description about "Project-based Learning."

3. Answer the brief survey questions about this business idea.

Workshop Readout

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in the Learning & Certifications
space!

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- Attendees will also earn 100 points in the Cisco Live Game for every survey completed.

- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.

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Cisco Learning Network
Resource community portal for certifications and learning

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