## Day 1

### Overview of design thinking and Hack Baltimore Design Workshop

**Needs**

* Deck
* Projector

### Team-assignments/icebreakers

**Instructions**

1. Introduce participants to the workshop and identify volunteers.
2. Create dedicated stations for each problem around the room.
3. Allow the participants to choose a problem to focus on for the workshop. Groups should be around 5-8 people.
4. Once the groups are decided, choose an energizer to run with the group.

**Needs**

* Handout of energizer activities
* Facilitators

### Personas

**Setup**

Facilitators will introduce participants to user personas with a brief example, before helping them outline and begin their own personas.

**Instructions**

1. Decide on 2-3 people who are affected by the problem.
2. Give each person a name and a role, then write it on separate easel pads.
3. Draw a picture (stick figures are fine!) of the person in a common situation.
4. Using the rest of the easel pad, create 3 sections: goal, pain points, and needs.
5. As a group, discuss each section, filling in the details with post-it notes.

**Needs**

* Sharpies
* Self-adhesive easel pad
* Post-it notes
* Masking tape
* Facilitators
* SMEs (floating)

### User Journey Mapping

**Setup**

Facilitators will introduce participants to journey mapping with a brief example, before helping them outline and begin their own journey maps.

**Instructions**

1. Create three columns on your easel pad.
2. Identify a primary user from the persona activity and write their goal in the last column.
3. Create the following headings in the first column: steps, actors, channels, pain points, and opportunities
4. Define the primary steps your user currently takes to complete their goal.
5. Under each step, list the different actors, channels and pain points your user encounters.
6. Finally, identify opportunities to improve the process or experience of each step.

**Needs**

* Sharpies
* Self-adhesive easel pad
* Post-it notes
* Masking tape

### 5 Why’s

**Setup**

As a group, decide on an opportunity from the user journey that will significantly improve the experience of your users.

**Instructions**

1. Revisit the pain points of the opportunity you chose.
2. Take turns asking why each pain point is a problem until the group feels it’s gotten to the root cause (5 times is usually enough).
3. Revisit your opportunity statement and adjust it as needed.

**Needs**

* Facilitators

## Day 2

### Overview of design thinking and Hack Baltimore Design Workshop

**Needs**

* Deck
* Projector

### Crazy 8’s

**Setup**

Facilitators will introduce participants to crazy 8’s with a brief drawing warm-up. Once the warm-up is completed, the team will revisit the opportunity statement chosen during day one.

**Instructions**

1. Each participant takes a piece of paper and folds it into 8 sections.
2. Set the timer for 8 minutes.
3. In each rectangle, participants will draw an idea based on the opportunity statement.
4. When the timer goes off, put your pens down
5. Take a few minutes to review each other’s ideas before deciding on an idea to prototype.

**Needs**

* Printer paper
* Sharpies
* Facilitators
* Stopwatch

### Storyboard

**Setup**

Facilitators will introduce participants to storyboarding. Draw a 2x4 grid on the easel pad. This will act as the timeline.

**Instructions**

1. Discuss the key moments that make up your idea then write them in each of the squares of your timeline.
2. For each moment, discuss what your users will see and do. Add these notes to to your storyboard.

**Needs**

* Easel pad
* Sharpies
* Sticky notes
* Facilitators

### Rapid Prototyping

**Setup**

As a team, decide who will be building the prototype and who will be facilitating and observing the demo. Then begin building your prototype.

**Needs**

* Prototyping software (inVision, Balsamiq, Marvel)
* Printer paper
* Sharpies
* Self-adhesive easel pad
* Post-it notes
* Masking tape

### Demo Prototype

**Instructions**

1. Stage your prototype to demo with volunteer users.
2. The demo facilitator will lead the demo while the observers take notes.
3. Once the demo is complete, discuss your findings as a group and record any takeaways or suggestions.

**Needs**

* Volunteer users