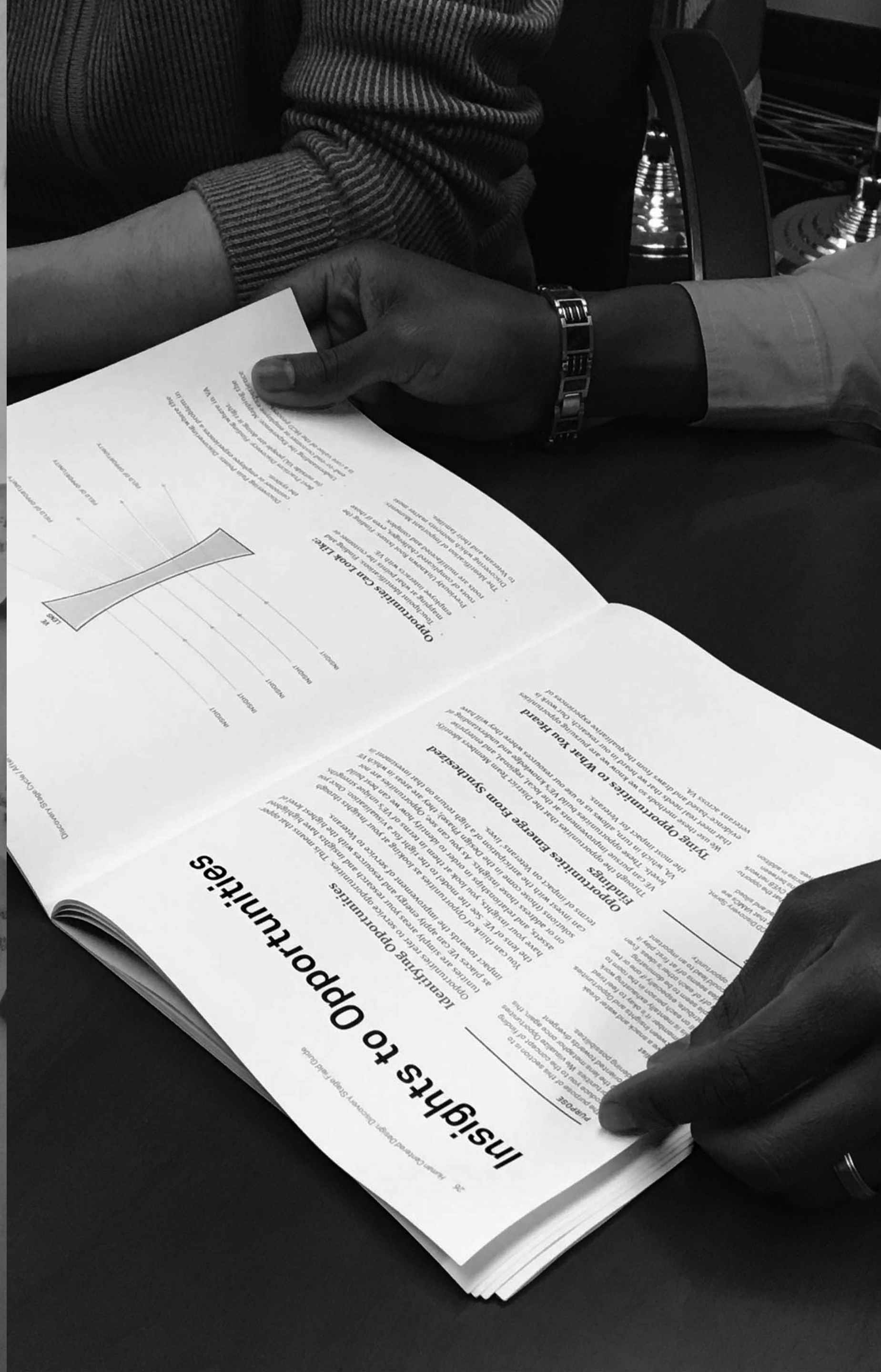


# Human-Centered Design Guide Series





What’s the vision?

A Human-Centered Design Guide series detailing the HCD phases of Discovery, Design, Deliver, Measure.

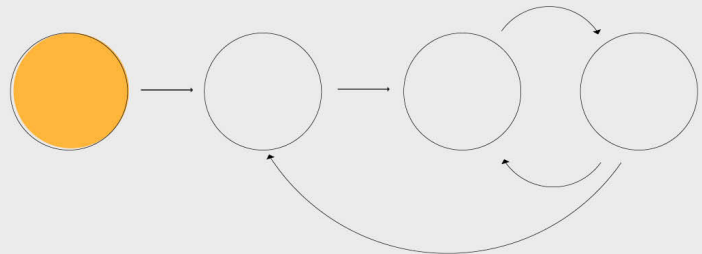
Each phase will have two guides associated with it: a Concept Guide and a Operations Guide.

The Concept Guides cover the ideas and context that support the phase in the design process. Essays, diagrams, and references to external sources support these works.

The Operations Guides are detailed how-tos to each phase. These Guides are also interactive records of the project’s phase so that, in closing the phase, users will have a complete archive of their work. They include practical essays, checklists, references to the Concept Guide(s), and activities to help the user through the phase.

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HUMAN  
CENTERED  
DESIGN (HCD)  
DISCOVERY STAGE  
FIELD GUIDE



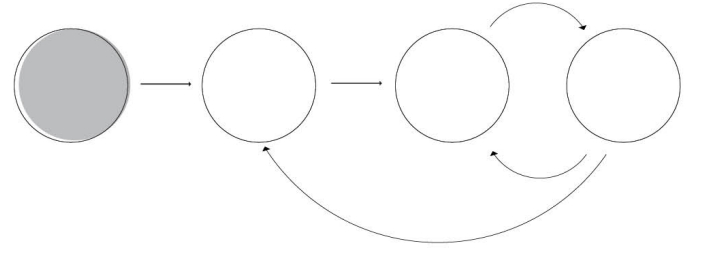
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LAB<sup>OPM</sup>

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DRAFT ONLY

HUMAN-  
CENTERED  
DESIGN (HCD)  
DISCOVERY STAGE  
OPERATIONS GUIDE



PLEASE PRINT THIS GUIDE

The Ops Guide is meant to be written in, stapled to, shoved in your bag, and covered in notes. We designed it to be used in the field, so we look forward to seeing your ideas, your research, and your analysis written all over it. A few coffee mug rings and doodles wouldn't upset anyone, either.

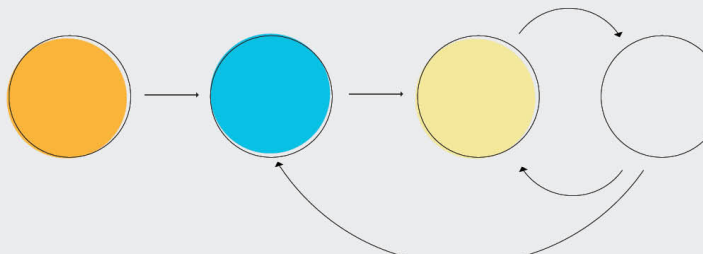
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DELIVERY STAGE  
FIELD GUIDE



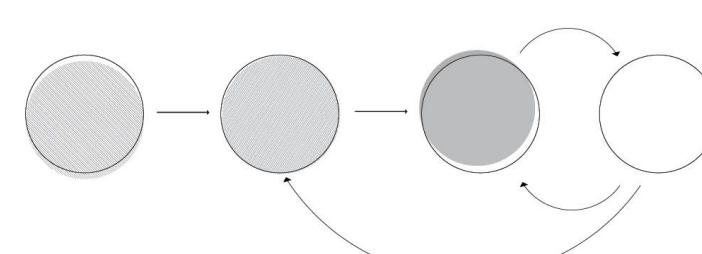
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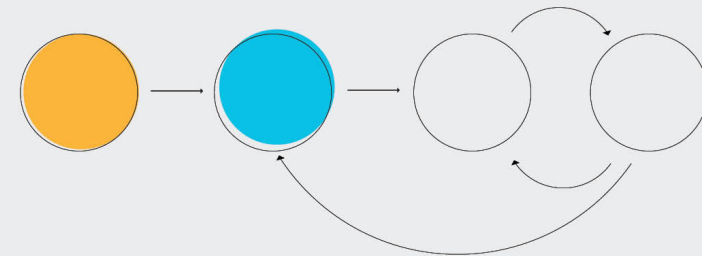
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DESIGN (HCD)  
DESIGN STAGE  
FIELD GUIDE



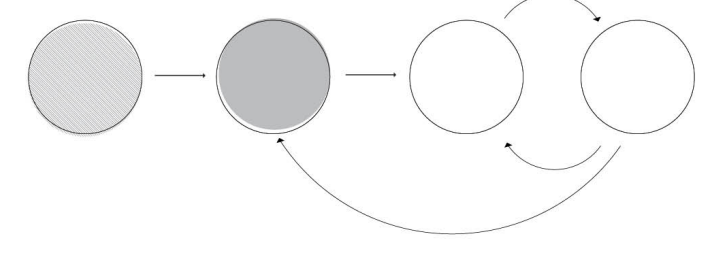
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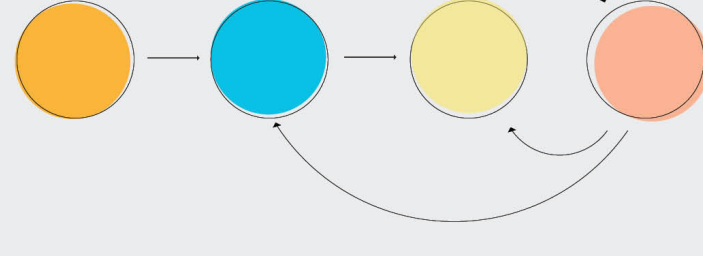
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DESIGN (HCD)  
MEASUREMENT STAGE  
FIELD GUIDE



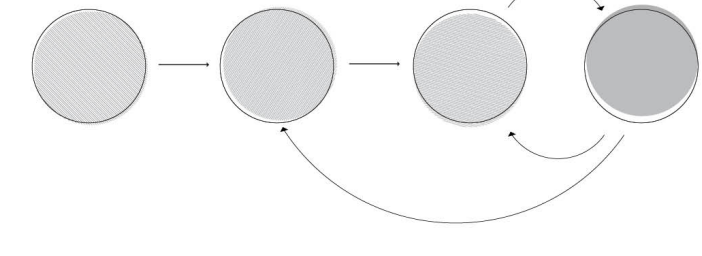
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MEASUREMENT STAGE  
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LAB<sup>OPM</sup>

DRAFT ONLY

Why print?

We decided to create print Guides first based on participants’ referrals to various guide series they encountered, such as the Army Training Manual, travel, and language guide series. They also expressed a desire to be able to “throw the Guides in the back of my car,” to “have a collection”, and to “write all over them.”

Now that the Discovery Guides are in use, The Lab is gaining requests for digital, interactive assets as well.

Who is this for?

Public Sectors employees in need of a rigorous, replicable qualitative research method.

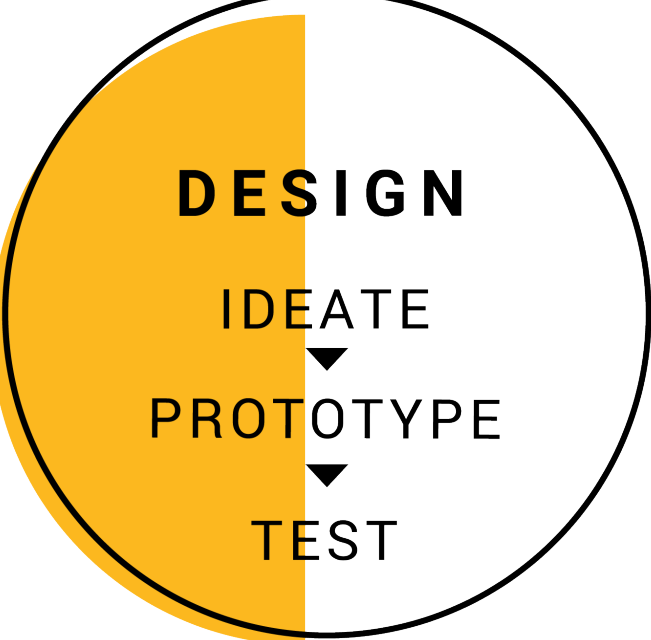
Did you talk to them?

Yes. Contents are based on in-depth readings of extant HCD Guides, dozens of interviews, codesign sessions, and in-field testing with federal employees regarding their training needs for Human-Centered Design.

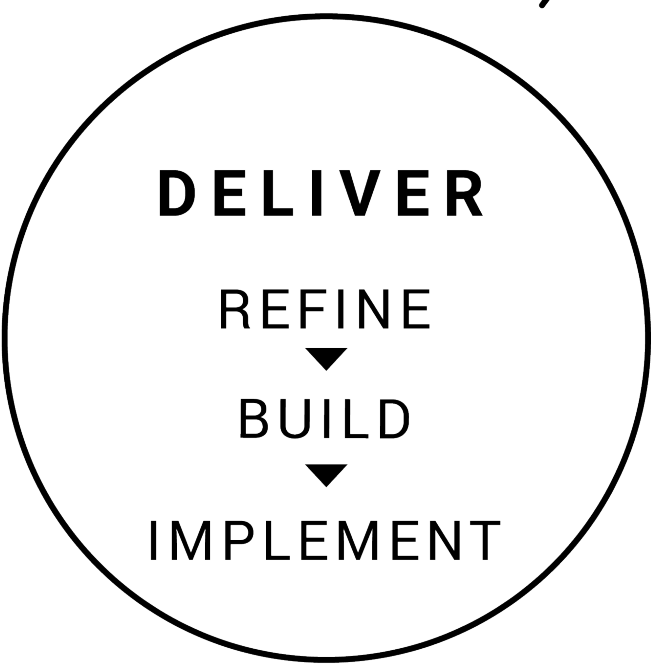
Complete:  
**Concept Guide**  
**Operations Guide**



In Active Development:  
**Operations Guide**  
Asymetrical Development:  
**Concept Guide**



In Applied Research



Research Phase TBD

