

Diverse Empowered Teams

VOCABULARY TERMS

KEY CONCEPTS TO REMEMBER

Diverse Empowered Teams: an Enterprise Design Thinking Principle that represents how a group of people with varied perspectives can successfully make decisions together and work toward shared goals.

collaboration: the process of working collectively toward a shared goal with an open mind to the ideas of others

alignment: a state of agreement and understanding on a group decision that includes follow-through on that decision

Playbacks: an Enterprise Design Thinking Key, story-based presentations that bring stakeholders and whole teams together in a safe space to exchange feedback

Alignment takes work

Make time to regularly share heading in the same direction together. Encourage open communication with your team, stakeholders, and Sponsor Users.

Diverge

Come up with ideas on your own. Push past the obvious and focus on quantity over quality.

Varied perspectives = better ideas

The more diversity you can tap into when you're solving problems for your team, the more likely you'll find a breakthrough solution.

The varied perspectives of diverse teams automatically bring up more ideas, which can lead to better outcomes for your users.

Converge

Build off each other's ideas. Come to some alignment on a path forward.

People remember ideas through storytelling

Stories stick in your brain much better than raw facts and figures and are the best way to share information with your team. Use storytelling in Playbacks to help everyone get aligned when you're:

- **Starting a new project or initiative**

Answer questions like: Who will be the users and stakeholders? What experience are we trying to improve and why?

- **Deciding as a team on a future experience for your users**

Answer questions like: What do we think our users need to be successful? How are we going to serve those needs?

- **Reviewing progress as you deliver**

Answer questions like: Did we successfully deliver value to our users? Are we still aligned as a team?



Enterprise
Design
Thinking

Make the most of your next meeting

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01

Next time you're in a meeting where the conversation spins in circles, ask everyone to grab something to write with, visualize their thoughts, and take turns sharing them with the team.

02

Next time you're in a meeting where only one or two people share their opinions, hold a silent and anonymous voting session to expose everyone's viewpoints.

