What is design thinking?
Design thinking is a problem-solving process rooted in a variety of skills.

The process involves modelling, analysis, prototyping, testing, and learning from several iterations of these steps.

Understand the problem
The first step in design thinking is understanding the problem you are trying to solve before searching for solutions. Sometimes, the problem you need to address is not the initial one you set out to tackle.

Involve users
Talk to users about their wants, needs and pain points. In the midst of all this lies the opportunity to build something useful.

Brainstorm!
The second phase of design thinking is developing solutions to the problem. It begins with what most people know as brainstorming.
Hold nothing back during brainstorming sessions except criticism. Infeasible ideas can generate valuable solutions, but you'd never get there if you evaluate every impractical suggestion from the start.

Prototype and test. Repeat.
Explore potential solutions through modelling and prototyping. Design, build, test, and repeat. The design iteration process is critical to efficient design thinking.

Implementation
The goal of all the steps that come before this is to have the best possible solution before you move into implementing the design. Your team will spend most of its time, money, and energy on this stage. Implementation involves detailed design, training, tooling, and ramping up.