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# From Solution-First to Problem-Led

At the start of the design thinking process, I was heavily solution focused. The focus was not on figuring out what problems the user had. Instead, most important was to identify a solution that I could create to solve the problem I assumed the user had. Through the design thinking process I realized that the several steps prior to working on a solution help prevent wasted time and resources working on a solution that no one wants.

The worksheet “Trends & Knowledge Map” was one of the key templates that helped clarify the process for me. It acted as a clear methodology from which to analyze the problem/challenge from the user’s point of view and the complex set of aspects that may influence a user. This template gave me and my group a shared understanding to identify a user’s needs and kept discussions from ballooning into everything—and therefore nothing. This was useful when we were trying identify an initial problem definition for the challenges our users, i.e., researchers have. By using the template we could organize our different ideas and clearly identify what aspects of the researcher´s needs that we should take into consideration .

Moving forward with our project I think we will rely heavily on the different sections of the double diamond design thinking methodology. Group projects can often suffer from ambiguity about what the goals are. I think that the diamond provides a straightforward way to support the group in finding an agreement on which needs to focus on.

A key challenge for us will be to avoid moving too quickly. I think this is fairly common today where haste leads to that every problem requires the development of a new app. It can be tempting to identify problems and associated solutions, and then try to take a short cut to start implementing the solution. However, based on the experiences in the first test run of the design thinking method this is a premature risk. By slowing down and working through each stage of the method, we can grasp the full breadth of problems and solutions and pick the best fit we can find given the limitation in time and resources.