

Current State vs. Desired State Report

Course Title: Design Thinking – Asynchronous eLearning Course

Date: February 2025

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1. Purpose of the Report

This report identifies current performance challenges related to creative problem-solving and innovation in the organization and contrasts them with the desired future state. These insights inform the development of the Design Thinking eLearning course and guide instructional design decisions.

2. Performance Gap Summary

Area	Current State	Desired State	Gap Description
Problem-Solving Approach	Solutions are often reactive, with minimal research into user needs.	Employees apply a structured, user-centered problem-solving framework.	Lack of a consistent method for identifying root problems and validating ideas.
Cross-Functional Collaboration	Team silos persist, with limited idea sharing across departments.	Teams collaborate openly and co-create solutions using shared design principles.	Limited tools and shared language to support collaborative innovation.
Creativity & Innovation	Creative thinking is viewed as informal or optional in project work.	Innovation is encouraged and operationalized through structured methods like Design Thinking.	Employees lack confidence and process for contributing creative solutions.
User Empathy	End-user needs are assumed rather than investigated.	Teams conduct empathy-driven research to inform decisions.	Absence of user research practices in early project phases.
Prototyping & Iteration	Solutions are fully built before user feedback is collected.	Rapid prototyping and early feedback are used to shape final solutions.	Fear of failure and perfectionism inhibit early experimentation.