

Training Needs Analysis (TNA)

Course Title: Design Thinking – A Human-Centered Approach to Problem Solving

- Date: January 2025
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1. Purpose of Training

To develop a foundational understanding of Design Thinking among employees, enabling them to apply human-centered design principles to solve complex problems, improve processes, and drive innovation within their respective roles.

2. Business Objectives

- Foster a culture of innovation and creativity across departments.
- Equip staff with problem-solving skills aligned to user needs and organizational goals.
- Support cross-functional collaboration through a shared design language and methodology.
- Improve service design, product development, and internal process design using user-centered frameworks.

3. Identified Learning Gap

Recent assessments and feedback indicate that:

- Staff lack a structured methodology for creative problem-solving.
- Existing solutions often miss the mark on user needs and usability.
- There is limited understanding of iterative design and testing within current project workflows.
- Teams struggle to collaborate effectively across disciplines when addressing design or process challenges.

4. Target Audience

Primary Learners:

Mid-level professionals, project leads, and innovation teams involved in service, product, or instructional design.

Secondary Learners:

Managers, analysts, and cross-functional team members seeking to integrate design thinking into strategic initiatives.

Experience Level:

No prior experience in Design Thinking is required. A general familiarity with project work or stakeholder collaboration is beneficial.

5. Learning Objectives (High-Level)

After completing the course, learners will be able to:

- Describe the five phases of the Design Thinking process.
- Apply empathy-driven research methods to understand user needs.
- Develop and test prototypes based on user-centered insights.
- Collaborate across disciplines to ideate and refine innovative solutions.
- Integrate iterative thinking into ongoing project work.

6. Delivery Modality

- Fully asynchronous eLearning course hosted on LMS
- Includes interactive modules, practical exercises, templates, and assessments

7. Measurement & Success Criteria

- Pre- and post-course knowledge assessments
- Learner feedback surveys (Level 1 – Reaction)
- Applied project submissions or capstone activity (Level 2 – Learning)
- Follow-up survey on use of Design Thinking at work (Level 3 – Behavior)