

Intro to Design Thinking: Hackpack

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Workshop Lead Contacts

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Pre-Workshop Checklist

- Review the [Workshop Syllabus](#)
- Sign up for a free [Mural](#) account
- Download the [Mural template](#) we'll be using for the workshop
- Steps to use the Mural template:
 1. Sign up for a Mural account
 2. Follow the link to download the Mural template
 3. Click "Create Mural from Template" in the top right corner
 4. Name your new Mural
- Read the **user personas** in the syllabus that we'll use as our user research
- Get ready to learn!

Intro to Design Thinking: Personas

Try to identify some pain points, needs, and goals for Alex, Cameron, and Ming.

Alex the School Teacher

Alex is an 8th grade school teacher who lives at home with their partner and 2 children. Alex works at a school teaching hybrid courses. Half of the week they teach class online and half of the week they go teach students in person. Hybrid teaching has caused Alex stress, because they feel that they don't have the best knowledge of computers or how to successfully bring the classroom online. Alex feels overwhelmed and distracted working at home and prefers teaching in person, but is worried about contracting the virus from their students at school. The pandemic has also brought financial strain due to their partner being laid off at the beginning of the shutdowns. Alex is now extremely worried about making ends meet.

Cameron the Nurse

Cameron works a 12 hour-shift every night in the oncology unit at a local hospital. They haven't had a 2-day break since March. They live alone with their cat. They know their work is meaningful but sometimes it's just hard to keep up with the schedule and their physical and mental demands while working in a stressful environment. Cameron struggles with sleep and ensuring that their own health is a priority while working as a nurse. They fear that they might catch COVID-19 one day and spread it to vulnerable patients at the hospital. However, Cameron knows their work is important so missing sleep and mealtime would be all worth it at the end when we defeat the disease. Cameron is hopeful for the vaccine and reads the news daily to keep updated with new developments.

Ming the Client Success Manager

Ming graduated last year and lives in a multi-generational home with their family and grandparents. They started work just before the pandemic began and had to transition to working virtually in a new job. They now work 9 - 5 throughout the week as a client success manager. Their greatest fear is their elderly grandparents getting sick with the virus. Sometimes Ming wants to stay away from the screens and social media after talking to clients all day. However, Ming still tries to attend weekly virtual hangouts with friends. Ming misses them and feels isolated, causing some depression and loneliness. Ming has a fear of missing out and wants to stay connected. Something that Ming is thankful for is not having to commute long distances to their job, and being more available to help their grandparents out throughout the week.

Additional Resources

Workshop-Specific Resources

[Workshop Syllabus](#) - This workshop's motivator, prerequisites, learning outcomes and schedule. t

Workshop Materials

- [Mural](#): An interactive digital whiteboard platform. Sign up for free.
- [Mural Template](#): A templated Mural board that you will be using for the design thinking workshop

Learning about Design Thinking

- [d.school Public Library](#): Access free resources about design and design thinking from the Stanford d.school
- [IBM Design Thinking](#): Learn more about IBM's Design Thinking and upskill with the toolkit and free courses
- [Ideo](#): A digital consultancy that employs design thinking; includes case studies
- [Design Justice Network](#): International community that works to ensure design is inclusive and anti-oppressive; teaches design justice principles
- [Inclusive Design Research Centre](#): OCADU's centre working to ensure emerging technologies are designed inclusively; includes tools for inclusive design practice.

Reading about Pandemic Mental Health Info and Resources

- [CAMH Crisis Resources](#): List of phone numbers to contact if you are in need of support or someone to talk to
- [CAMH Impact on Mental Health](#): Interactive infographic dashboard with facts on the impact of the pandemic on Canadians' mental health
- [Canadian Mental Health during COVID-19](#): Stats Canada facts on the impact of the pandemic on the mental health of Canadians
- [Canadians with Disabilities Mental Health during COVID-19](#): Stats Canada facts on the impact of the pandemic on the mental health of Canadians with disabilities

General Resources

[Hack the North 2020++ Event Schedule](#)

Check this out to stay up-to-date on activities, workshops, and other key happenings this week.

[All Hack the North 2020++ workshops](#)