HUMAN CENTERED DESIGN

Templates & Tools
Description
(what has been confirmed for you or what is something new that the research has uncovered?)
(remember to describe the current state – no “we should” or “we could” – these are solution ideas)

Challenge questions / design questions
(what are the design / challenge questions that the insight raises?)

Supporting quotes
(what did people say that supports / reinforces this insight?)
2

PERSONA TEMPLATE
‘HOW MIGHT WE’ TEMPLATE
Create “How Might We” Questions

Turn your insights into How Might We questions

Insight:

How Might We

Insight:

How Might We
5

CONCEPT DEVELOPMENT TEMPLATE
### CONCEPT DEVELOPMENT

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What type of problem are you trying to solve?</td>
<td></td>
</tr>
<tr>
<td>What are the objectives of this idea?</td>
<td></td>
</tr>
<tr>
<td>How will this idea work in detail?</td>
<td></td>
</tr>
<tr>
<td>Who needs to be involved and what are their roles and responsibilities?</td>
<td></td>
</tr>
</tbody>
</table>
In your opinion, who is likely to reject this idea?
In your opinion, who is likely to support this idea?

How does this idea differentiate you from other programs or other ideas?

What processes need to be changed to implement this idea?
What technology is required to implement this idea?

Does your idea require any workforce/human resource changes to be implemented? If yes, please give more details.

We know this concept is successful if…
6

HYPOTHESIS

TEMPLATE
**HYPOTHESIS TEMPLATE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Hypothesis</strong></td>
<td>We believe that...</td>
</tr>
<tr>
<td><strong>2. Test</strong></td>
<td>We can test this by...</td>
</tr>
<tr>
<td><strong>3. Expected Behavior</strong></td>
<td>We think this will result in...</td>
</tr>
<tr>
<td><strong>4. Observed Behavior</strong></td>
<td>What actually happened was...</td>
</tr>
<tr>
<td><strong>5. Insights</strong></td>
<td>Therefore...</td>
</tr>
</tbody>
</table>
7

PROTOTYPE
FEEDBACK
TEMPLATE