

Design Thinking

Program Syllabus



Highlighted Clients





What your
client say...

We are your
partner



The training is interesting and fun. Also, it can give me some insight on how team work can improve efficiency. This was an excellent event. It could deliver the People Workstream messages in a fun way. Greatly appreciate the effort for the management team and the organizing team



It is worth nothing that the participants in the training had enjoyed themselves, as well as finding the training to be extremely useful. The training has prepared our competitors adequately for their upcoming participation in the WorldSkills Competition, particularly in the bonding and team spirit among team members.



I would like to thank you the team at SENSE Training House for providing professional service to Hong Kong Broadband Network Limited on a departmental team building day.

Your personal and the team dedication to making our team building day a success with timely and efficient solutions made the day a smooth and fruitful one. The key factors for choosing to work with SENSE Training House were your LEGO® SERIOUS PLAY® knowledge, flexibility to adapt to our constant changing needs and requirements, as well as your ability to cater our stretching objectives within our budget.



What your
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The team has been very helpful during the entire process, from discussion on workshop requirements to workshop implementation.

We had many team building experiences before but this LEGO® workshop was definitely one of our best experiences. We had a lot of fun during the session and the design of the workshop enables our team to know each other better, with better understanding on effective communication leadership.



The training was very engaging, energizing and practice-oriented. Facilitator is experienced and able to lead interesting and focused discussion. Our participants enjoy learning through LEGO® bricks exercise and leave with positive feedback. It is a pleasant experience to work with SENSE training house facilitator on program design, delivery and post workshop follow up.



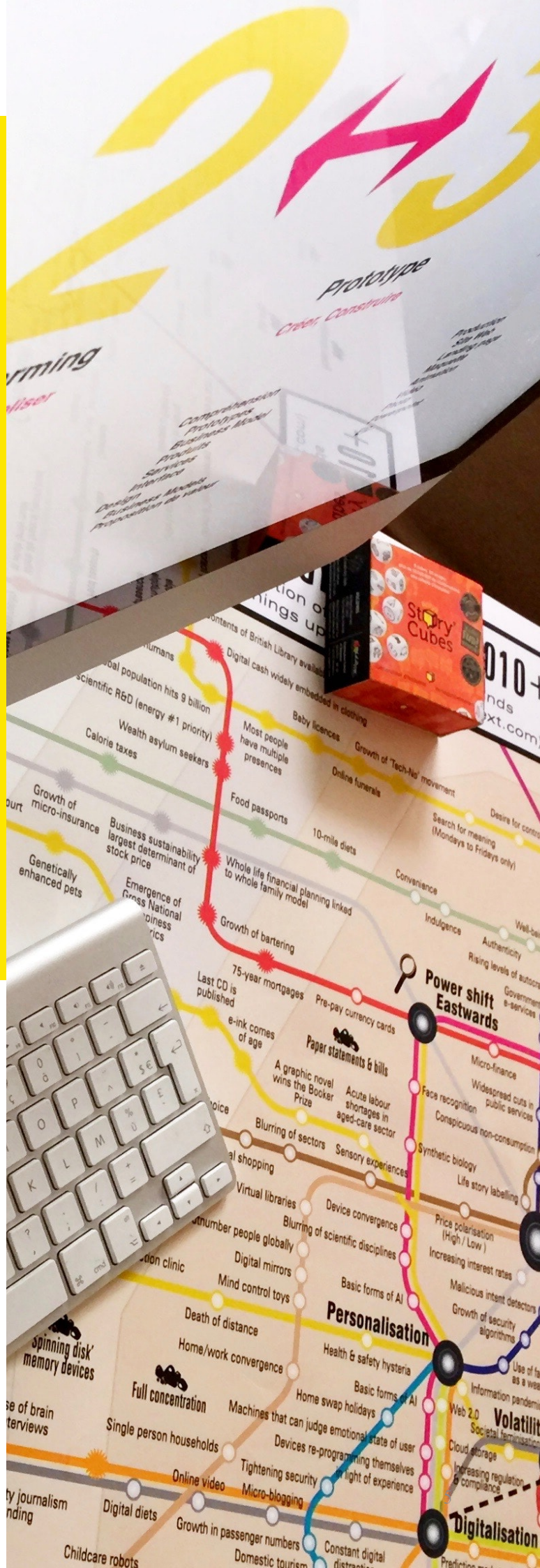
The top management enjoyed the training program on that day. Million thanks for you and your team. We look forward to our next co-operation.

Design Thinking

Program Syllabus

Gain a practical understanding of the design thinking approach through our Foundations in Design Thinking Certificate. Earn the certificate by completing the Insights for Innovation and From Ideas to Action courses.

Courses and classes in a certificate program can be taken in any order. You will receive your program certificate upon completion of your last course.



Your Instructors & Teaching Team 6

Planning for a Successful Learning Experience 7

PROGRAM 1
Say Hi to Design Thinking 8

PROGRAM 2
Foundation in Design Thinking Certificate 10

Profile of Key Facilitator 12

Budget 13



Your Instructors & Teaching Team

A wide range of individuals are stakeholders in your successful learning of design thinking. As a learner, you will interact with ...

INSTRUCTORS

SENSE's courses are taught by SENSE lecturers who have practiced their skills in the field for many years and bring new ideas to market. They brought SENSE's more than 10 years of experience working with cross-industry global organizations into online courses and combined practical case studies and examples.

TEACHING TEAM

Get support from a team of design thinking facilitators with teaching and professional expertise. These experienced professionals can guide discussions, promote peer contact and provide feedback on your assignments.



Planning for a Successful Learning Experience

SENSE helps you understand and retain new knowledge on 4 key ways of engaging. In each lesson you have the opportunity to **See**, **Try**, **Share**, and **Reflect**. This is an interactive experience. We recommend that you plan to engage with your fellow learners and practice your new skills with others in real-world.

To be successful in a course, we recommend planning for a minimum of 4 hours of work per week, including time to watch videos and read articles, complete assignments, and engage in discussion and reflection

SCHEDULE TIME FOR ASSIGNMENTS

Some assignments require you to interact with others outside the course, for example, to have a group discussion. It may be helpful to plan these meetings in advance. Find more information about assignments and activities in this syllabus.

PARTICIPATE IN VIRTUAL VIDEO CALLS

These optional courses give you the opportunity to interact with your peers, learn more about course concepts and broaden your horizons.

GIVE FEEDBACK

We believe that requesting and providing feedback plays a vital role in learning. Use our feedback guide in the course to provide constructive feedback.

GET HANDS-ON

This is not a passive experience. In order to make the most of each course, we recommend that you plan to try each activity and share new skills by practicing with others in the actual environment.

PROGRAM 1

Say Hi to Design Thinking

Program Syllabus

Course Syllabus

COURSE OBJECTIVES

- Establish a common language and repeatable process for creative problem solving.
- Start applying the methods and mindsets of design thinking to your work.
- Practice the skills of design thinking through hands-on activities.

TIME COMMITMENT

- 2 hours

Develop common languages and understand design ideas throughout the organization. This online experience introduces non-designers to the concept of the design thinking process, which is a proven method to solve creative problems. Through activities and case studies, you will understand how design thinking works and start applying new tools and processes to your work. This is the first step to unleash your creative potential. This is an introductory course designed for learners who have no prior knowledge of design thinking but want to get started quickly.



PROGRAM 1

Say Hi to Design Thinking

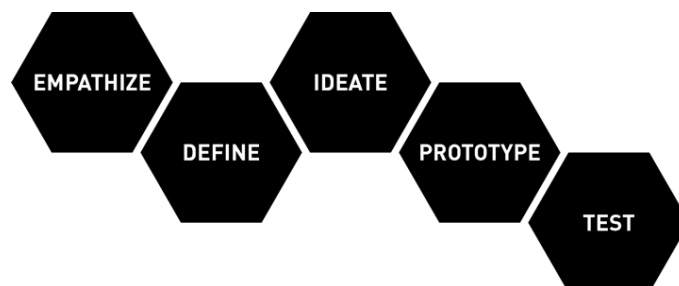
Program Syllabus



Today, innovation is everyone's business. Whether you are a manager of a multinational company, a start-up entrepreneur, a government position or a teacher in elementary school, everyone will become lean-with less effort. This is why all of us need design ideas. At every level of every organization, design ideas provide the tools needed to become innovative thinkers and explore the creative opportunities that exist within them-you just have n' t seen them.

In this course, we will outline design ideas:

- Learn the five stages of design thinking, which is the process of solving creative problems.
- Stimulate new thinking and discover people's real needs through observation.
- Use divergent thinking to overcome obvious problems and get breakthrough solutions.
- Study stories from different organizations that use design ideas to reveal convincing solutions.



PROGRAM 2

Foundation in Design Thinking Certificate

Program Syllabus

Course Syllabus

COURSE OBJECTIVES

- Identify what really matters to your end users.
- Solve challenges using design thinking methods.
- Apply immersive technique to adopt your users' perspectives.
- Synthesize what you learn into an actionable insight.
- Apply ideation methods to generate new and useful ideas.
- Identify the right parts of your idea to test.

TIME COMMITMENT

- 45 mins per lesson

In this course, you will empathize with customers and gain insights from them to create the products and services they want and need. You will acquire practical design thinking skills and ways of thinking that can help you transform customer needs into human-centric solutions. It will also teach you how to conceive your ideas into experiments, and **bring others in on your vision of the future**. Use experiments to learn from failures and change from incremental innovation to fundamental innovation.



PROGRAM 2

Foundation in Design Thinking Certificate

Program Syllabus

Program Content



Design Thinking Workshop

- 4 sessions
- 45 mins for each session
- Understand the concept of Design Thinking
- Present the project Idea

Design Thinking Project

- Generate the project idea with groupmates
- Present the idea in the last workshop
- Reading materials for facilitation



Continuous support to each group

- Answer questions from them on projects along the journey
- 2 Coaching (1 hour for each session) for each group

PROGRAM 2

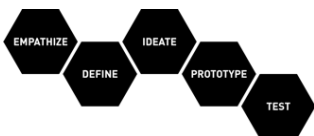
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Program Syllabus



LESSION 1

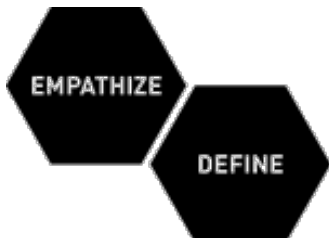
What is Design Thinking?



We will begin by unpacking what we mean by design thinking and why it is more effective than traditional methods when the goal is innovation. By looking at the outstanding cases of Design Thinking, we will explore how the mindset and practice of the design thinking to solve the problem. By the end of this module, you'll have a better understanding of what we mean by design thinking, when to use it.

LESSON 2

Empathy and Insight



Empathy experiences are important because they help us get beyond our assumptions by putting ourselves in the shoes of the people we're designing for. Share compelling, quality insights that will inspire and motivate others to innovate. We'll also learn about the value of the Storytelling tool. By the end of this module, you'll have a better understanding of a mind prepared to see and take action when opportunity arises.

LESSION 3

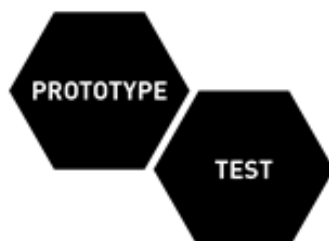
Idea Generation



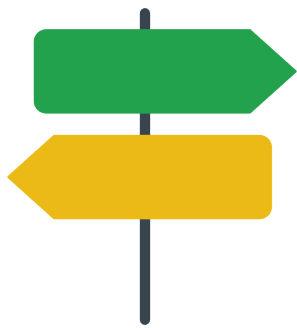
Now we will dive deeper into the design thinking process, looking at how we can use it to generate better ideas. By the end of this module, you'll understand how to use design thinking to generate innovative ideas, how to apply the "what is?" and "what if?" questions, and how to use the Mind Mapping tool.

LESSON 4

Experimentation



Having generated all of these innovative ideas, what's next? The design thinking process now helps us to take the many ideas we have generated and figure out how to determine which ones are likely to produce the specific kinds of outcomes we want. By the end of this module, you'll understand how to apply the "what wows?" and "what works?" questions, and how to use the Learning Launch tool. We'll conclude by reviewing our lessons and discussing strategic opportunities.



Coaching Design Thinking

like coaching tennis, is a teachable art. The goal of coaching is to help athletes practice the basics and improve their game. A good coach works at multiple levels: Foundation, Technique, and Play. Design Thinking is a bit like tennis - to learn and apply Design Thinking requires mastery at all three levels. Furthermore, a good coach can read the “player” and determine what elements from the three levels to engage. Because Design Thinking is a team sport, coaches experience significant challenges in bringing teams together and each player up to the same level. One player may have a poor racket; another may lack the skill to sustain a practice volley. A team volley (shared insights or compelling story) is one measure of the quality of the Design Thinking process.



Profile of KEY FACILITATOR



KENNETH YU

SENSE Training House, Co-Founder

Agodio Studio, Founder

Certified LEGO® SERIOUS PLAY® Facilitator,

Msc (Marketing Mgt),

Register Social Worker, B.S.W

Adventure-Based Counseling Instructor

Kenneth Yu has been working as a trainer, outdoor adventure coach and lecturer for over 16 years, conducting programs and providing services in the following areas: Team Development, Creative thinking, Problem Solving, Communication skills, Strategic Planning, Meeting Facilitation. He worked as a Young worker for 6 years and provide career counseling to youngsters. Also, he provides facilitation for companies to define their vision, mission & values and to develop implementation strategies and desired organizational cultures. Since 2014 he is involved in LEGO® SERIOUS PLAY®, it is an innovative process designed to enhance innovation and business performance. Based on research which shows that this kind of hands-on, minds-on learning produces a deeper, more meaningful understanding of the world and its possibilities

He believes there's always a "higher" level to take one's life, performance, business, or team, even if the current situation is already impressive. His coaching supports individuals to continuously develop their potential and transform their visions into reality. People describe him as inspiring, encouraging, focused, having strong people skills and empathy.

Kenneth is a registered Social Worker and has a Masters in Marketing Management. He is experienced and professional online marketer for 6 years, providing professional E-commerce management and marketing solution to corporations who want to achieve outstanding Sales and Branding results on internet platforms, especially in worldwide. He eventually awarded PolyU Microfund Innovation Stream and Entrepreneurship Stream in 2012 and 2013 respectively, and JCI Harbour Young Leader Award in 2013.

In addition to business, Kenneth is actively contributed in society. He served as advisor and managerial director of non-profit organizations for 6 years. Also, he formed Hong Kong Electronic Commerce Association to nurture Professionals and Corporations with the vision, strategies, technology and skill sets to be successful in E-commerce.

BUDGET

All packages included :

- Pre-program management meeting
- Online Delivery of the program
- Trainer and facilitator team for program execution

Total Fee:

PROGRAM 1:

Say Hi to Design Thinking (2 hours)

HKD 800 per head

**Minimum 10 participants*

PROGRAM 2:

Foundation in Design Thinking Certificate (45 mins x 4 lessons)

Coaching session (2 times for each group)

Continuous support to each group

HKD 3,000 per head

**Minimum 10 participants*

Payment Term:

70% deposit must be made 21 days before the training session

30% payment must be made within 30 days upon completion of whole program

Remarks:

1. No Cancellation of the training once the quotation is signed.
2. Additional fee for extra participant would be \$800 or \$2,000 per head respectively.
3. All payment should be made by cheque payable to "SENSE TRAINING HOUSE LIMITED".
4. Please mail the cheque to Room 3, 8/F, Kingsford Industrial Centre, No.13 Wang Hoi Road, Kowloon Bay, Kln, HK
5. For any enquiry, please call Mr. Kenneth YU at +852 9804 2439

Terms & Conditions

Copyrights

All the training materials including training manuals, PowerPoint slides, overhead transparencies, flipcharts, handouts, case studies, role-play briefs, templates, forms, evaluation forms, cue cards, e-Book, Acrobat PDF files, remains the property of SENSE Training House. No copying is allowed.

Confidentiality

Both SENSE Training House and the signed party will ensure the confidentiality of all information shared during preparation and implementation stages for this program

Adverse Weather Arrangement

If the Black Rainstorm signal / Typhoon signal No. 8 or above is hoisted after 7 a.m. on the program date, the workshop will be suspended and rescheduled to another day within a year. The new program date will be confirmed under the consensus of the representatives of both the signed party and SENSE Training House Limited. If the workshop could not be rescheduled eventually, SENSE Training House Limited will charge 10% of the workshop fee for preparation and administration cost.

If the Black Rainstorm signal / Typhoon signal No. 8 or above is hoisted after the training starts, no rescheduling will be arranged.

Cancellation or Postponed of the Program

Once the training proposal is signed / training date and time are confirmed in written, no cancelation will be allowed unless for the weather situation listed above. Besides, extra 30% administration cost will be charged if the signed party request to change the training date.

General Terms

The agreement as a whole or terms as a part shall be subject to the exclusive jurisdiction of the courts of Hong Kong.

For and on behalf of
SENSE Training House Limited



Authorized Signature & Date

Accepted and Confirmed by

Authorized Signature & Date

ONLINE



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For any
additional questions,
reach out to us at
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