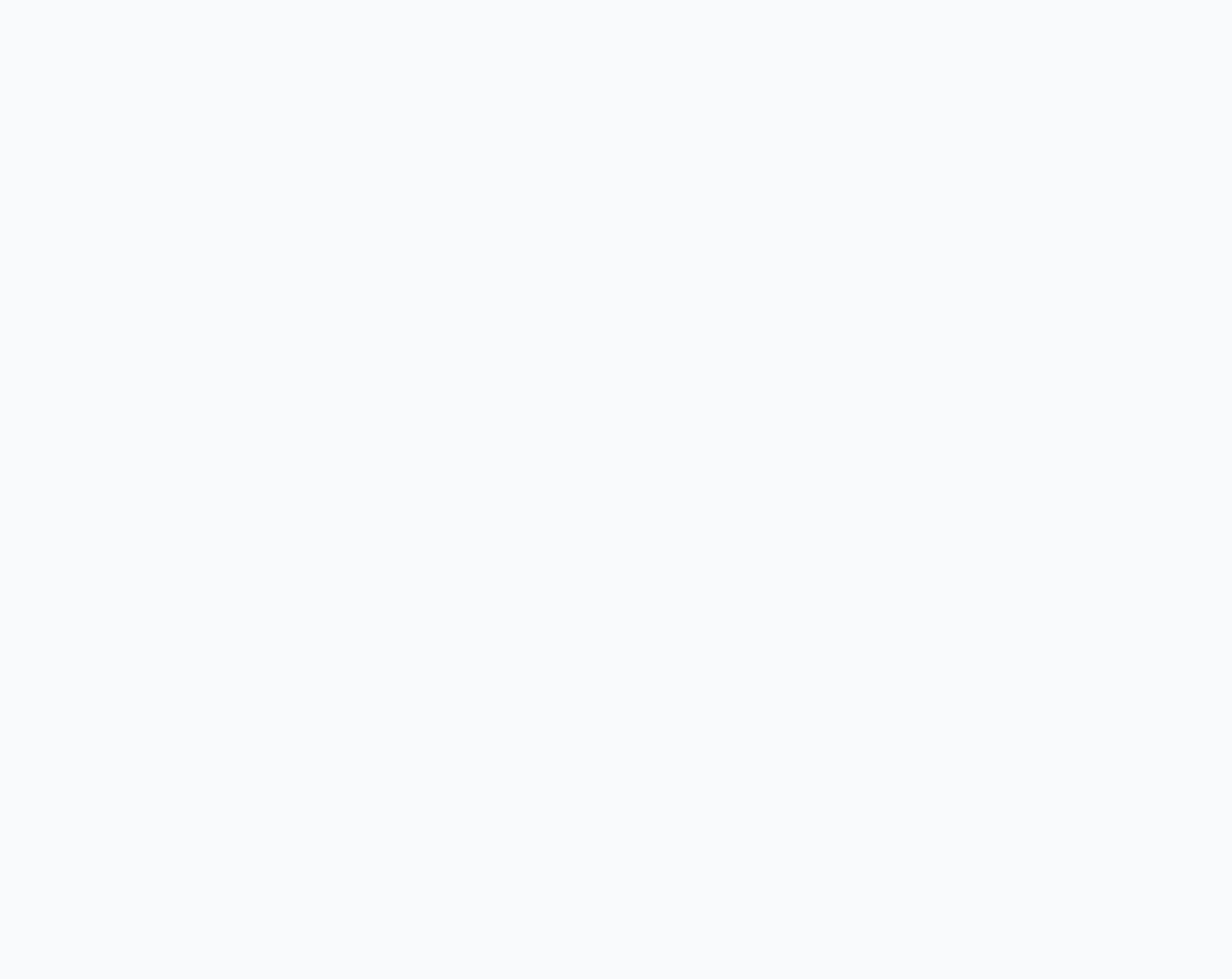


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effectively>User profile of an experienced design thinker from actual practice:Peter's experience does not invest much in the further training of employees. Although Peter feels quite competent by now in dealing with design thinking, he is still convinced he could get more out of the approach. Peter has noted that, while design thinking is a powerful tool, it is not always user-optimal. Peter frequently wonders how the digital transformation might be accelerated and what design criteria will be needed in the future to be a success on the market. Peter would like to combine other methods and tools with design thinking. Peter is faced with the challenge of having impart to his team a new mindset. He would like to exchange ideas with other design thinking experts outside his company. Peter has a lot of leeway in his daily work to try out new methods and tools. He loves books and all tangible things. A radical shift in perspective to transform your organization to become more innovative! The Design Thinking Playbook is an actionable guide to the future of business. Their idea emerged from complaints received from the users of other dating sites. Most problems we encounter in design thinking and in our daily work are ill-defined problems, however. The concrete procedure is described on page 81. In our experience, the following approach is suitable for obtaining a good PoV. Collection, interpretation, and analysis of all information. Summary and consolidation of key findings into insights. Summarize the 10 most important insights. Infer the design principles or problem clusters from it. C) Formulate possible questions. Mark possible key themes or questions (e.g., dot voting on insights and principles). Choose three thematic areas and formulate the question. Present, discuss, and select a question. Refine and improve the question. We have had good experience with a 360° view of a question. Let's take a need of our persona, Lilly. Retirees do not want to be referred to as "generation 65+," "best agers," or as a target group in the "silver markets." Neither do they want to book a trip for seniors on the Internet or be invited to "exercises for seniors." Retirees are not interested in illnesses. They solve murders and reconstruct the course of events. In the case of the milkshake, it was found this way that two types of customers buy milkshakes in a fast food restaurant. Before embarking on the actual test series with various users, an initial test with one person should be carried out to exclude any errors. The approach seemed just a little esoteric to him. His attitude changed after he attended a number of co-creation and design thinking workshops with customers. He follows events in the fintech sector very closely and has identified new potentials that might result from a systematic application of blockchain. The diversity of the provided material determines whether more ideas will emerge or not. Marc met like-minded people there who voiced ideas just as crazy as his. Implementing a physical model in a "user-friendly" way will help them engage in level 3. "Prototyping"—building an idea as a physical model—is another creativity technique. We have reached our goal when things that were hidden come to light. Often there are cross-connections between the branched concepts, similar to a road network. She addresses her customers directly. This way, we receive important feedback for the improvement of ideas and prototypes. This requires empathy. The map helps us visualize topical islands that provide orientation in the interview. On Priya's theme map, one question is what motivates the elderly lady to do sports. The basic prerequisite for empathetic needfinding is the immediate proximity to the customers (seniors) as well as the readiness to engage with your interlocutor and to try to experience the world through another person's eyes. If it goes against the moral grain of a company to use customer data from digital channels for other business models or to sell it profitably, such ideas will have little success. If participants do not know one another, so much the better! Not having general introductions before the brainstorming session, which would include announcing who has which role, has proven useful indeed. The principle can be illustrated most easily on the basis of the need to educate ourselves further: Alongside the problem statement, it is important to understand the overall context. Idea variants (level 4) Any number of variants can evolve for each of these ideas. When state is present, the image will be mounted under a system-assigned drive letter, which will be returned in the mount_path value of the module result. We took a closer look at people from three different environments who apply design thinking and observed the groups of persons at work. Be it the smart watch, augmented reality, or using what the sharing economy has to offer, they try out everything the digital world comes out with. We leave enough time to implement improvements after the first test prior to conducting more tests. We formulate simple, clear, and open questions that we can explore in greater depth at the end. In principle, for any product, whether digital or physical, you can ask: Why would a customer buy my product or service? Innovations like those designed by Adobe Photoshop and Instagram are good examples of jobs-to-be-done in the digital environment. Frequently, potential users are sketched out in an initial iteration, which is based on the knowledge of the participants. The term stems from an episode of the original Star Trek series, "The Menagerie," in which aliens create their own world by means of their thoughts. One good influencer that helps us change our mindset is a limited period of time. 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