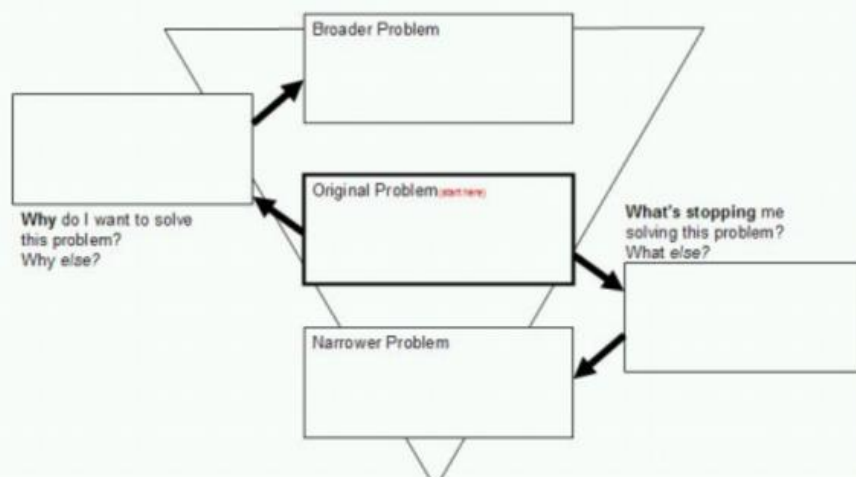


Redefinition



(Divergence)



CHIM-EN073

The redefinition tool is a way of clarifying the space around the originally stated problem definition. The use of questions “why?” and “what’s stopping?” broaden and narrow the initially stated problem.

1. Original problem
2. Narrower problem
3. broaden to problem
4. Why do I want to solve this? (higher you go the more you will approach the macro scale of understanding the problem)
5. What's stopping me from solving this problem? What else?

Positives and Negatives list



Pros

Cons

ALAN-EN3455

Having a list of the positives and negatives speeds up the decision-making process, whilst also improving the companies understanding of the issue. It encourages you to approach your design objectively, without letting your "gut feeling" impact your choice

Investigation



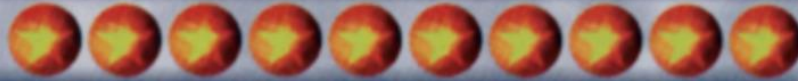
MIL1-EN012

Form a hypothesis, solve a problem or answer your question about your environment. What are further question you need to ask , and are these the right questions?

Research enables us to probe what is known (and as yet unknown) and to frame the right questions to be answered.



User Journey's



YF08-EN001

A tool used to refer to and use for analysis. Observe and critically analyze the behaviour patterns of the user groups who inhabit the precinct.

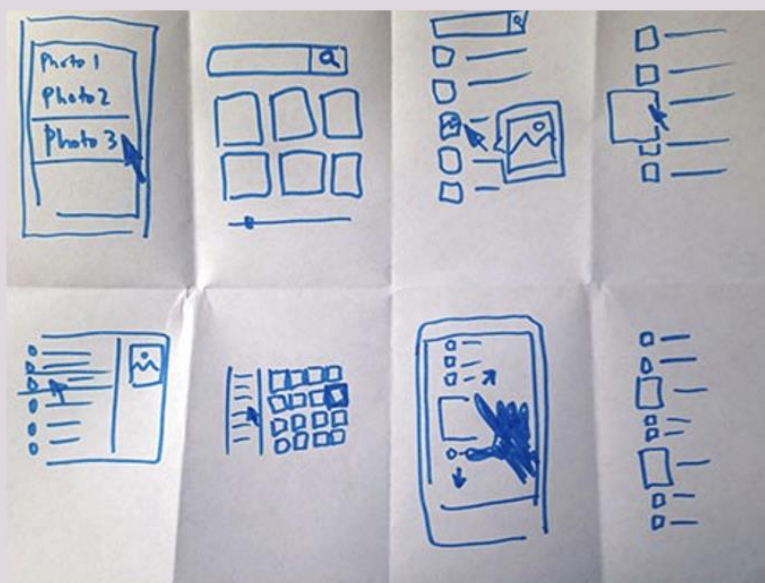
1. Select 1 user group
2. Observe 5 individual users
3. Diagram the stories

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YU-GI-
O-PA II
ART. 06

Crazy 8's

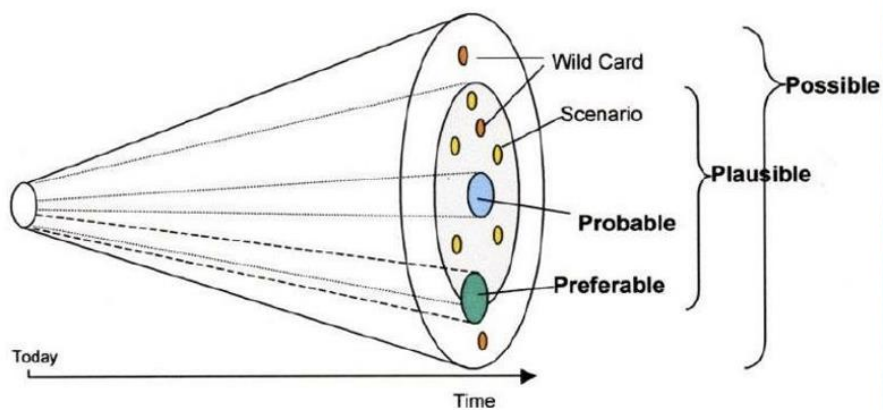


ALAN-EN3455

8 distinct ideas in 8 minutes, draw them out.

Crazy 8's are used to identify principles and pillars

The Future Cone



LIMITED EDITION

STOR-ENSEI

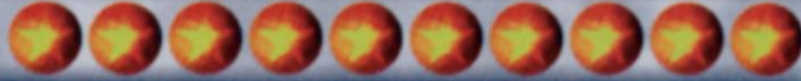
Identifying different futures (CONE) and use speculative and imaginative leaps to analyse.

47297616

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SWOT



YF08-EN001

Write down your strengths, weaknesses, opportunities and threats (SWOT) for your idea. The SWOT analysis is beneficial as you can use the information to its potential and use it to your organization's best advantage.

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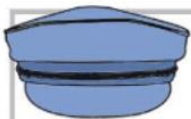
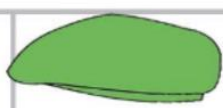

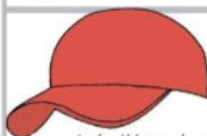

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YU-GI-
3-NA II
MILLION

Six thinking Hats



[TRAP CARD]

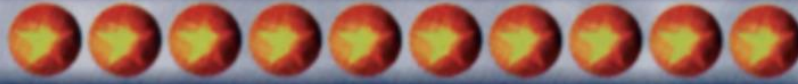
| | |
|--|--|
|  Process Planning for action. What type of thinking is needed? Thinking about thinking. |  Creativity Ideas, possibilities, pie-in-the-sky alternatives. Imagining all kinds of solutions. |
| Facts What do we know? What do I need to find out? Objective information and data. |  Benefits Positive points. Why an idea may be useful. Logical reasons are provided. |
|  Feelings Current feelings. Intuition, hunches, gut instinct. No reasoning needed. |  Cautions Weaknesses, risks, difficulties, dangers. Logical reasons are provided. |

CHIM-EN073

The six thinking hats is a good decision-making technique and method for group discussions and individual thinking. The technique helps groups think more effectively and is a means to organize thinking processes in a detailed and cohesive manner.



User Journey's



YF08-EN001

A tool used to refer to and use for analysis. Observe and critically analyze the behaviour patterns of the user groups who inhabit the precinct.

1. Select 1 user group
2. Observe 5 individual users
3. Diagram the stories

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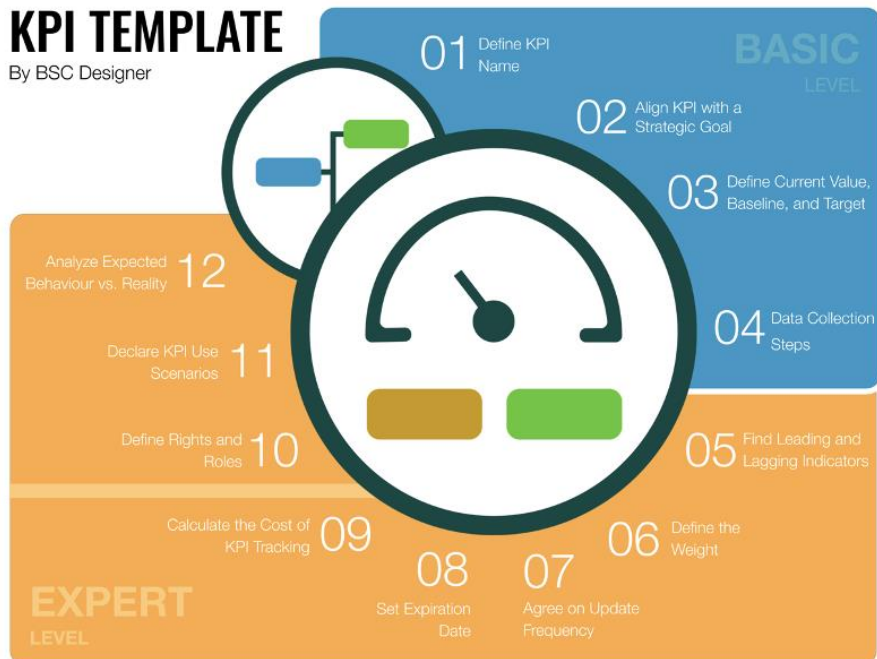
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YU-GI-
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12 STEPS TO A PERFECT KPI

KPI TEMPLATE

By BSC Designer



KPI Template: 12 Steps to a Perfect KPI by BSC DESIGNER

ALAN-EN3455

Key performance indicators are critical indicators of progress towards an intended result. They are an effective way to measure success in the form of Key Performance Indicators. KPIs are highly rigid in that you either meet the set targets or fail trying. Because of this, designing KPIs requires creating SMART goals.

SMART



MIL1-EN012

1. A specific goal is distinct and defines as much of the goal as possible and contains no ambiguous language, a
2. measurement gives feedback and lets one known when the goal is complete
3. goals must be assignable to individuals or groups
4. realistic goals are challenging yet attainable within the given timeframe
5. time frame must be aggressive and realistic.



Contextual understanding



MIL1-EN012

Rely on observation to gain a contextual understanding, a process which involves the capture of rich information: photos, audio recordings, and written notes, of a team meeting to extrude an understanding of the context of this interaction.



Flourishing or being exploited



What's Working



LIMITED EDITION

STOR-ENSEI

Describe and understand the emotional states and motivations of actors in a particular space of economic activity. Doing this involves analyzing people involved in economic activity, imputing motives and incentives and emphasizing with people in relation to their desires

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