THE PROBLEM SOLVER'S TOOLKIT RECIPES

WHAT DO YOU NEED TO GET DONE?

the Power of humanity · AUSTRALIAN RED CROSS

EXPLORE · VALIDATE · DELIVER

Solve the right problem...

FRAME YOUR DESIGN CHALLENGE #09
start off on the right foot by defining your problem

KNOWNS & UNKNOWNS #10
document what you don't know or understand at this stage

SERVICE EXPLORER #16
gain awareness of the current quality of service offerings

DIARY STUDIES #17
get users to self-document the important parts of their lives

LIGHTNING TALKS #18
rapidly download the knowledge of experts

ABSTRACTION LADDERING #20
uncover both the abstract and the concrete behind users' needs

CONTEXTUAL INTERVIEWS #21
listen to and learn from your users in their own contexts

IMMERSION #24
embed yourself in the lives of your users

SPEED BOAT #25
verify that you've understood your users' pains

UNDERSTAND YOUR LEARNINGS #26
capture the things you've learned and make sense of them

VALIDATED USER PROFILE #30
validate your assumptions about your users' needs

VALIDATED VALUE PROPOSITION #45
find the fit between user needs and proposed features

LEAN CANVAS #46
understand the key building blocks needed for your idea

DESIRABILITY, FEASIBILITY, VIABILITY #47
determine that you can and should create your solution

FIND YOUR INNOVATION NICHE #48
are your ideas incremental, evolutionary, or revolutionary?

Understand your users...

DIARY STUDIES #17
get users to self-document the important parts of their lives

USER JOURNEY MAP #19
understand the journey and touch-points of your users

ABSTRACTION LADDERING #20
uncover both the abstract and the concrete behind users' needs

CONTEXTUAL INTERVIEWS #21
listen to and learn from your users in their own contexts

CARD SORTING #22
organise your product or service through user insights

IMMERSION #24
embed yourself in the lives of your users

SPEED BOAT #25
verify that you've understood your users' pains

UNDERSTAND YOUR LEARNINGS #26
capture the things you've learned and make sense of them

PERSONAS #27
document and describe the people you're designing for

EMPATHY MAPS #28
understand what your users say, see, hear, think and feel

VALIDATED USER PROFILE #30
validate your assumptions about your users' needs

BUY A FEATURE #40
limit and prioritise user feedback using a hypothetical budget

TEST FRAMEWORK #42
bring structure to the tests you need to run

RESULTS FRAMEWORK #43
bring structure to the insights you gather from tests

Involve your users...

CARD SORTING #22
organise your product or service through user insights

PEER OBSERVATION #23
get your users to observe their peers for deeper learnings

SPEED BOAT #25
verify that you've understood your users' pains

CO-DESIGN SESSION #35
create solutions with the people you're designing for

GROUP FEEDBACK #38
collect meaningful feedback on ideas and forge a way forward

BUY A FEATURE #40
limit and prioritise user feedback using a hypothetical budget

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Uncover and validate your assumptions...

ABSTRACTION LADDERING #20
uncover both the abstract and the concrete behind users' needs

SPEED BOAT #25
verify that you've understood your users' pains

PERSONAS #27
document and describe the people you're designing for

VALIDATED USER PROFILE #30
validate your assumptions about your users' needs

BUY A FEATURE #40
limit and prioritise user feedback using a hypothetical budget

EXTRACT YOUR HYPOTHESES #41
what needs to be true for your solution to work?

TEST FRAMEWORK #42
bring structure to the tests you need to run

RESULTS FRAMEWORK #43
bring structure to the insights you gather from tests

VALIDATED VALUE PROPOSITION #45
find the fit between user needs and proposed features

Improve your decision making...

KNOWNS & UNKNOWNS #10
document what you don't know or understand at this stage

THE FIVE COMPETITIVE FORCES #11
assess the forces that may impact upon your project

IN OR OUT OF SCOPE? #12
clarify what's in and what's out for your project

TRADE-OFF SLIDERS #13
understand the importance of various project parameters

D.A.C.I. FRAMEWORK #15
bring structure to team decisions and responsibilities

USER JOURNEY MAP #19
understand the journey and touch-points of your users

INSIGHTS AND DESIGN PRINCIPLES #29
create succinct statements that help point the way forward

PRIORITISING IDEAS #34
combine and prioritise ideas into robust solution directions

GROUP FEEDBACK #38
collect meaningful feedback on ideas and forge a way forward

THINKING HATS #39
collect efficient feedback and avoid lengthy discussions

LEAN CANVAS #46
understand the key building blocks needed for your idea

DESIRABILITY, FEASIBILITY, VIABILITY #47
determine that you can and should create your solution

MOSCOW METHOD #51
prioritise all the possible work to come on your project

CAPABILITIES ASSESSMENT #55
understand the feasibility of sourcing talent and skill-sets

Gather the right people and skills...

RELATIONSHIP MAPPING #14
understand the context of who you're designing for

D.A.C.I. FRAMEWORK #15
bring structure to team decisions and responsibilities

LIGHTNING TALKS #18
rapidly download the knowledge of experts

CO-DESIGN SESSION #35
create solutions with the people you're designing for

CAPABILITIES ASSESSMENT #55
understand the feasibility of sourcing talent and skill-sets

Get out in the field...

SERVICE EXPLORER #16
gain awareness of the current quality of service offerings

CONTEXTUAL INTERVIEWS #21
listen to and learn from your users in their own contexts

IMMERSION #24
embed yourself in the lives of your users

Get creative...

BRAINSTORM #31
go wide and get creative on your search for solutions

STORYBOARD #32
quickly visualise a concept from start to finish

ROLE PLAY #33
bring an idea to life by acting it out

SKETCH #36
techniques for getting pen on paper and generating ideas

PROTOTYPE #37
build something tangible enough to get the right feedback

Create your solution...

PRIORITISING IDEAS #34
combine and prioritise ideas into robust solution directions

PROTOTYPE #37
build something tangible enough to get the right feedback

FEATURE VALUE MAP #44
outline the features of your value proposition

INTEGRATE FEEDBACK AND ITERATE #49
let the feedback you've gathered guide the next iteration

MINIMUM VIABLE PRODUCT #58
build something of maximum value from minimum effort

Plan for success...

THE FIVE COMPETITIVE FORCES #11
assess the forces that may impact upon your project

FEATURE VALUE MAP #44
outline the features of your value proposition

ROADMAPS #50
a visual timeline and plan of action to get your idea launched

THEMES, PROJECTS, EPICS AND STORIES #52
manage scope, structure your work, and deliver iterative value

SERVICE BLUEPRINTS #54
visualise a holistic view of all aspects of your service

MARKETING PLAN #56
put together the pieces behind the message you need to sell

GOALS, SIGNALS, MEASURES #57
know where you're headed and how you're going to get there

Deliver on time and on budget...

TRADE-OFF SLIDERS #13
understand the importance of various project parameters

LEAN CANVAS #46
understand the key building blocks needed for your idea

ROADMAPS #50
a visual timeline and plan of action to get your idea launched

MOSCOW METHOD #51
prioritise all the possible work to come on your project

THEMES, PROJECTS, EPICS AND STORIES #52
manage scope, structure your work, and deliver iterative value

KANBAN BOARD #53
visually manage your team's workflow and priorities