

Report
On
Training program on “Design Thinking and Social innovations”
on

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Organized by

Civil Society of India

Submitted by

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Objectives:

- Provide participants with a comprehensive understanding of the principles and methodologies of Design Thinking, emphasizing its application in problem-solving and innovation.
- Encourage participants to explore and apply Design Thinking specifically in the context of social innovations, fostering a mindset that addresses societal challenges with creative and human-centered solutions.
- Enhance participants' ability to identify, analyze, and solve complex problems by adopting a Design Thinking mindset that focuses on empathy, ideation, and prototyping.
- Offer practical, hands-on experiences to allow participants to apply Design Thinking principles to real-world social challenges, promoting experiential learning.
- Foster a collaborative environment that encourages participants from diverse backgrounds to work together, promoting interdisciplinary thinking and leveraging varied perspectives in problem-solving.
- Instill the importance of empathy in the design process, emphasizing user-centric approaches to better understand the needs and experiences of the end-users in the social context.
- Boost participants' creative confidence by empowering them to think creatively, take risks, and approach challenges with an open mind, ultimately cultivating a culture of innovation.

Outcomes:

- Gain a thorough understanding of Design Thinking principles, frameworks, and methodologies, enabling them to apply these concepts in various contexts.
- Apply Design Thinking specifically to social challenges, identifying innovative solutions that address the unique needs and issues within communities.
- Equip participants with hands-on prototyping skills, allowing them to translate ideas into tangible solutions and iterate on designs based on feedback.
- Enhance their collaboration and teamwork skills by actively engaging in group activities, fostering an environment of shared learning and collective problem-solving.
- Instill a user-centric mindset in participants, emphasizing the importance of understanding and empathizing with the end-users in the development of innovative solutions.
- Develop creative problem-solving abilities, enabling them to approach challenges with a fresh perspective and generate out-of-the-box solutions.

Summary Report

- The four-day training program aimed to impart knowledge and skills in Design Thinking, specifically focusing on its application in social innovations. Participants were guided through theoretical concepts, hands-on activities, and collaborative sessions to enhance their problem-solving abilities and foster a mindset of social impact.
- The program commenced with an overview of Design Thinking principles, emphasizing empathy, ideation, prototyping, and iteration as crucial components of the process.
- Interactive sessions engaged participants in various activities, promoting experiential learning. Case studies and real-world examples were explored to illustrate the practical application of Design Thinking in social contexts.
- Workshops provided participants with hands-on experiences in applying Design Thinking to tackle social challenges. Group activities and projects allowed for the practical implementation of learned concepts.
- Renowned experts in Design Thinking and social innovation delivered insightful sessions, sharing their experiences and offering valuable perspectives on applying these principles to drive positive societal change.
- Throughout the training, a user-centric design approach was emphasized, encouraging participants to deeply understand the needs and experiences of end-users in the context of social innovations.
- The virtual mode facilitated collaborative learning, with participants from diverse backgrounds actively engaging in discussions, sharing ideas, and leveraging interdisciplinary thinking to address complex societal issues.
- Participants developed practical prototyping skills, translating their ideas into tangible solutions. The iterative process of prototyping and receiving feedback was highlighted as a crucial aspect of effective design.
- Participants are expected to leave the program with a solid understanding of Design Thinking principles, practical skills in prototyping, and the ability to apply these concepts to address social challenges. The program aimed to empower individuals with the mindset and tools necessary for social innovation.
- In conclusion, the Design Thinking and Social Innovations Training Program successfully provided a platform for collaborative learning, skill development, and the cultivation of a community dedicated to driving positive social change. The virtual format allowed for widespread participation and engagement, contributing to the program's overall success.

Participants:

Ms. Tuti Sandhya

The slide on the left is a process diagram with the following sections:

- THINK & FEEL**: Includes a central image of a person and surrounding text boxes.
- HEAR**: Text boxes on the left side.
- SEE**: Text boxes on the right side.
- SAY & DO**: Text boxes at the bottom center.
- PAIN**: Text boxes at the bottom left.
- GAIN**: Text boxes at the bottom right.

The Zoom grid on the right shows participants: Tuti Sandhya K..., RomanikaRo, Sarah Nannyon..., Beth, and Eunice Musil... (multiple instances).

The slide on the left is titled **TYPES OF INNOVATION** and features a 2x2 matrix:

SUSTAINING A sustaining improvement on a product that aims to sustain position in a existing market.	DISRUPTIVE A Technology or a new business model that disrupts the existing market.
INCREMENTAL Gradual continuous improvements on existing products & services.	RADICAL A Technological breakthrough that transforms industries and create a new market.

The axes of the matrix are:

- Vertical axis: HIGH IMPACT ON MARKET (top) vs LOW IMPACT ON MARKET (bottom)
- Horizontal axis: LOW TECHNOLOGY NEWNESS (left) vs HIGH TECHNOLOGY NEWNESS (right)

The Zoom grid on the right shows participants: Eubhankar, CSA; Tuti Sandhya, KJRCET; Lopa Bhattacharjee; Kirti Krishna; Eunice Musil...; Nidha Ravi, DSA; Eunice Muslime-Ak...; Sarah Nannyon...; Beth.

AREAS OF INNOVATION

- PRODUCT INNOVATION**
Developing new products or improving a new product better than the user's current solution.
- PROCESS INNOVATION**
Identifying the internal & external processes that are creating inefficiency & customer dissatisfaction.
- SERVICE INNOVATION**
Expanding the services that are provided, making customer service to better level.
- MARKETING INNOVATION**
Identifying the marketing process of an organization through digital, social media and new business.
- ORGANISATIONAL INNOVATION**
Changes in the organization's structure, new work, adoption & design structure.
- BUSINESS MODEL INNOVATION**
Rearranging the business model layers to create a better value to the end customers.

Participant names visible in the video grid: Sarah Nannyon..., Beth, Eunice Musim..., Nishi Rao, CSA.

FOCUS

- Empathy
- Defining the Problem
- Ideation
- Prototyping
- Pitch Development

Participant names visible in the video grid: Beth, Eunice Musim...

Fig: Faculty participation in Training Session by CSA

Impact Analysis:

- The training program significantly increased participants' awareness and understanding of Design Thinking principles and their application in the context of social innovations. The theoretical foundation provided a solid framework for practical implementation.
- Participants acquired practical skills in Design Thinking, with a focus on empathetic problem-solving, ideation, prototyping, and iterative development. The hands-on workshops and activities enhanced their ability to apply these skills in real-world scenarios.
- The program had a positive impact on participants' problem-solving abilities, emphasizing a user-centric approach. By fostering a mindset of empathy and creative thinking, participants are now better equipped to address complex social challenges.
- The virtual setting facilitated collaborative learning, bringing together participants from diverse backgrounds. This encouraged interdisciplinary collaboration, enriching discussions and broadening perspectives on social issues.
- The emphasis on social innovations enabled participants to explore the practical application of Design Thinking principles in addressing societal issues. This impact is expected to manifest in their future projects and initiatives.
- Participants expressed confidence in applying the knowledge gained from the training program in various professional and personal settings. The transferable nature of Design Thinking principles enhances its potential impact beyond the immediate context.
- The training program served as a foundation for future initiatives, inspiring participants to explore additional opportunities for social innovation. This impact is expected to contribute to ongoing efforts aimed at addressing societal challenges.
- The training program is anticipated to have a long-term impact on the social innovation ecosystem. Participants, now equipped with Design Thinking skills, may contribute to the development and implementation of sustainable solutions in various sectors.