

GovTech Connect

Transforming Government, Together

GovTech Connect

2nd Design Thinking Training Workshop

23rd of April 2023,

17:00–19:00 CET

With the support of:



**European
Commission**

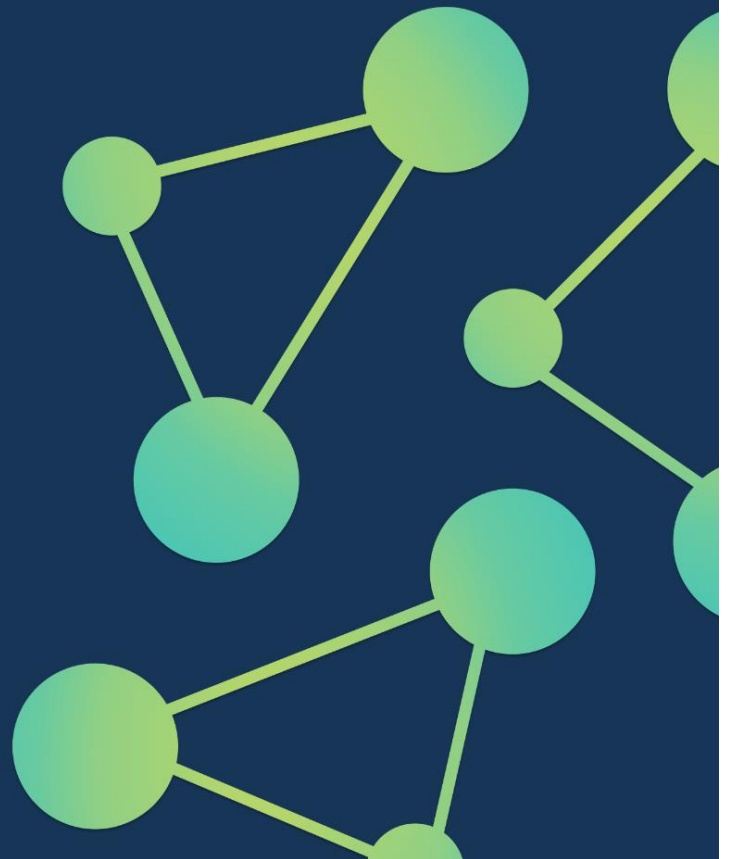
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GovTech Connect – Design Thinking Training Workshop

Objectives

As part of GovTech Connect, we run a series of workshops aimed at **fostering citizen engagement and participatory practices to diffuse the DT for GovTech methodology** at broad. These virtual and interactive workshops are a gathering of GovTech actors with diverse backgrounds and playing a variety of roles in the ecosystem to **create a culture of Human-Centred Design**. Furthermore, they are used as a stage to present the **Design Thinking Reusable Portfolio**, instruct on its usage to create impactful GovTech solutions and secure support from influential stakeholders, and have a hands-on experimentation with some of its tools.

On the 23rd of April 2024, the second edition of the Design Thinking Training Workshop was hosted as part of the GovTech dissemination events. The primary aim was to **impart essential knowledge about Service Design, the Design Thinking for GovTech methodology, and engage participants in hands-on activities to strengthen their skills** in creating impactful GovTech solutions and garner support from influential stakeholders.

Objectives

The workshop had the following key objectives:

- Present to participants the principles of Design Thinking,
- Introduce the GovTech Connect project and the Design Thinking discipline,
- Showcase the relevance of Design Thinking in both private and public sectors through case studies,
- Provide guidance on integrating Design Thinking into GovTech projects,
- Facilitate practical, hands-on experience with Design Thinking tools for citizen engagement.

Agenda and contents

The Workshop started at 17.00, ended at 19.00 and was made up of three phases (See Fig. 1)

1	17.00 - 17.10	Workshop Opening Marzia Mortati, Ilaria Mariani
2	17.00 - 18.00	Design Thinking Master Class Marzia Mortati
3	18.00 - 19.00	Hands on Session with facilitators Marzia Mortati, Ilaria Mariani, Giulia D'Aleo, Ludovica Rossi, Riccardo Ventura

Workshop Opening: The workshop began with an introductory session to establish a common understanding of basic Design Thinking principles. This served as a foundational knowledge base upon which the subsequent masterclass could build.

Design Thinking Masterclass: The core of the workshop featured an in-depth masterclass covering various aspects:

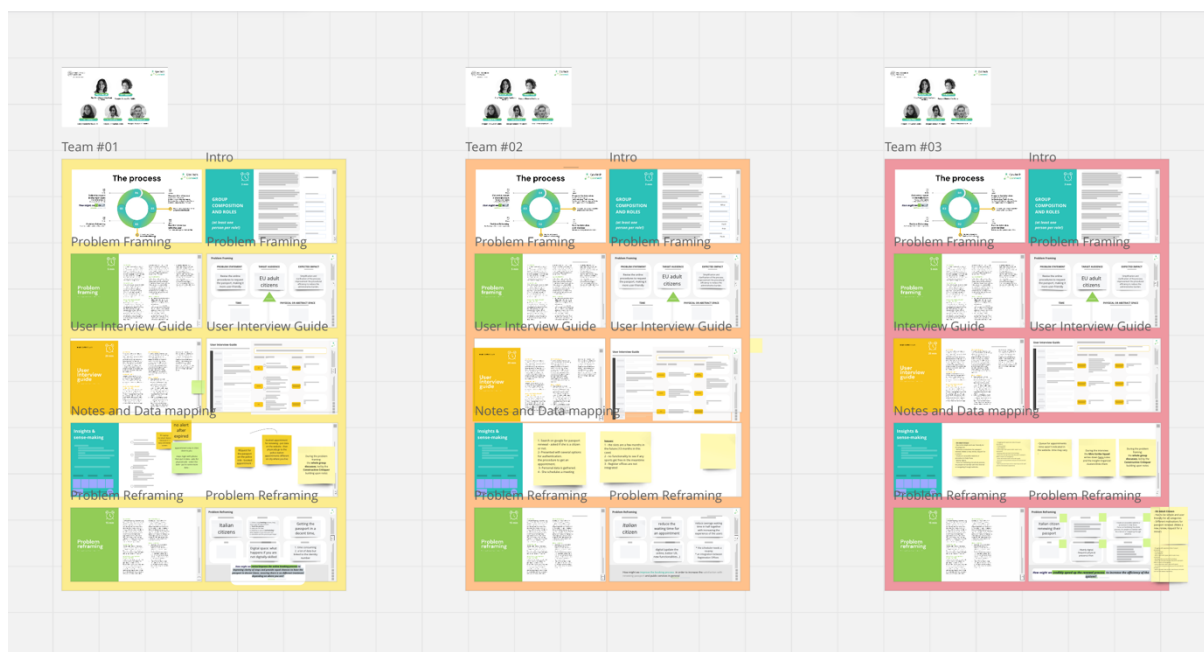
- Presentation of the GovTech Connect project,
- Introduction to the discipline of Design Thinking,
- Case studies illustrating the relevance of Design Thinking in both the private and public sectors,
- Insights on how to seamlessly integrate Design Thinking into GovTech projects using the Design Thinking for GovTech methodology.

Hands-on Activity: Participants were challenged with a problem to frame and reframe using a selection of three DT tools that are part of the GovTech Connect Reusable Portfolio (problem framing, user interview guide, problem reframing), see figure below.

They divided into random groups where each team member acquired a specific role, which were:

- User: Representing the end-user perspective.
- Interviewer: Conducting user interviews to gather insights.
- Miro Scribe Squad: Responsible for documenting the workshop on the digital collaboration platform.
- Insight Organizer: Collating and organizing gathered insights.
- Constructive Critiquer: Providing constructive feedback on ideas and solutions.
- Storyteller: Crafting a compelling narrative around the proposed solution)

Each group had a facilitator who was a member of the Design Thinking team, ensuring that the discussions adhered to the workshop's objectives and guidelines.



Results

The event brought together **more than 30 attendees**. They all experimented with DT tools to conduct user research and generate innovative ideas, extracting actionable insights, and landing on an effective problem reframing.

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