

## Presents

### Special One Day Workshop on “Design Thinking & Design Clinic”

**Date** : 18th May 2022, Wednesday

**Time** : 9:30 am to 5:00 pm

**Venue** : Hotel Chancery Pavilion,  
Residency Road, Bangalore



#### PROGRAM RATIONALE:

The practices that worked so very well till now are no longer delivering expected outcomes. The super-fast pace of technology intervention across domains, increasing scale, scope & speed expected from organizations & individuals – is challenging the Human Resource Development & its role in organizations.

Design thinking being a Human Centric Approach puts ‘Individuals’ & ‘Teams’ at the center of the problem-solving process. By applying a design thinking framework, organizations can create innovative HR solutions and programs that deliver superior employee experiences.

Design Thinking brings an innovative approach that will change the way HR teams deliver value, organize work & find solutions. The stakeholder centric design thinking is focused on the user experience & involves a cultural shift & create experiences that empower innovation, creativity, incentivize failure to learn & team-collaboration.

**DESIGN THINKING  
therefore, casts HR in a New Role.**

#### Key Questions Answered

How HR can re-set its mindset to use Design Thinking?

Would Design Thinking work in all HR functions?

How do we know if our rough solutions i.e. prototype is worth iterating on?

How do we know which customers/stakeholder we should talk to first?

How can HR use the human-centric design to design employee/stakeholder experiences?

What does a great employee/stakeholder experience look like from the moment someone is hired until the moment they leave the company?

Can we identify the key pain points & develop an actionable road map for each of them?

Use of Emerging Technologies as a feasible HR Solution.

Use of Business Models, HRM Frameworks & Best practices for viable solutions to enhance customer/ stakeholder’s experience.

Can HR lead organizational change through design thinking (Change in context to technology, stakeholder expectations, innovation in product/services/business models, processes/systems?)

## PROGRAM CONTENTS :

HR Issues & Challenges in the Volatile, Uncertain, Complex, and Ambiguous (VUCA) world

Seeking Creative & Innovative Solutions, Leveraging Technology

Why must HR Change? The Greatest Challenge - Changing the Mindset, Customer centricity

### Use of Design Thinking Tools & Techniques –

1. Understanding the Context & Problem articulation
2. System Study – Study of existing processes, systems, from human perspective
3. Gaining Insights through Empathy
4. Holistic Articulation of the Challenge / Possibility
5. Creative Solutions –Radical & Incremental solutions. Structured approaches to idea generation i.e. Lotus Blossom, TRIZ, SCAMPER. Iteration around Technology, Techniques, Best Practices for feasible solutions.
6. Design Doing – Expressing through frameworks & models – idea to paper, paper to model / concept, Model / concept to Business Application – Road Map, Implementation Plan, Business Model Canvas for Viability of Solutions
7. Feedback & Refining through Agile

In addition to the steps above, the two tools Persona & Journey mapping will be used to better understand the needs/pains of the users & create better experiences for them. Global Cases will be used to imbibe & internalise the learnings.

## PROGRAM FACULTY



### Mr. ROHIT SWARUP

*Founder Director, Explorra  
Managing Trustee, Innovation  
& Research Foundation (IRF)*

Recipient of two National Awards: Shiksha Bharti Puraskar & Indian Leadership Award for Educational Excellence.

Bachelor's degree in Mechanical Engineering, PG Diploma in Business Management and Ph.D. in Design pedagogy & intervention for K12.

Working with State Governments in India, China & Canada on projects on the education and innovation ecosystem creation for Management, Technology, and Design.

Senior Mentor to Academic, Consulting firms and Incubators - Atal Innovation Mission, Niti Aayog, Govt. Of India, NID, and IIM Ahmedabad

A regular guest at Doordarshan TV programs on Digital media, design and innovation. He has delivered more than 325+ Seminars & Workshop at several national & international forums.

**Professional Fee : Rs 4000/- per participant plus GST, including the faculty charges, lunch & two-time tea/coffee.**

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