

# **Team 2**

# **Design Thinking Process**

# **Final Presentation**

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## **Team 2 Norms and Agreements**

**Team 2 started off their design thinking journey by establishing clear norms and agreements to ensure effective collaboration, mutual respect, and shared responsibility.**

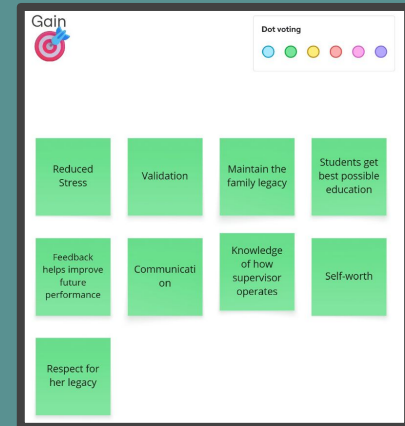
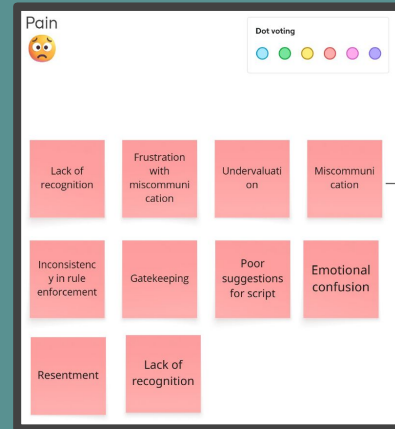
**The team immediately encountered difficulty in reaching effective collaboration, mutual respect, and shared responsibility of the roles defined by the assignment. Fortunately, the issues were resolved by the design mentor and educator and Team 2 was able to successfully complete the tasks set before them.**



## Interviews and Feedback

- Each team member interviewed three people with a standard series of questions regarding how feedback happens at work.
- Team members sorted the information from the interviews and pertinent information was placed on an empathy map.

# Empathy Map





# Brainstorming and Selected Idea

- Trends in the interview responses were noted.
- We agreed that feedback delivery often resulted in negative feelings toward the manager/director/supervisor and did not improve working relationships.
- Our goal was set to learn how to deliver feedback in a more positive, personable way instead of negative and rigid.
- Then the team engaged in brainstorming on how to encourage respectful communication when providing feedback with team members that strengthens work relationships rather than damaging them.
- The method we chose was to send regular texts each month with positive feedback and keep a record of those in the employee's file for quarterly and yearly evaluations. Employee could receive a small reward (gift card, free lunch, etc.) for a set number of positive feedback texts every quarter. The positive feedback could also count toward merit raise every year.



## **Team's Problem Statement**

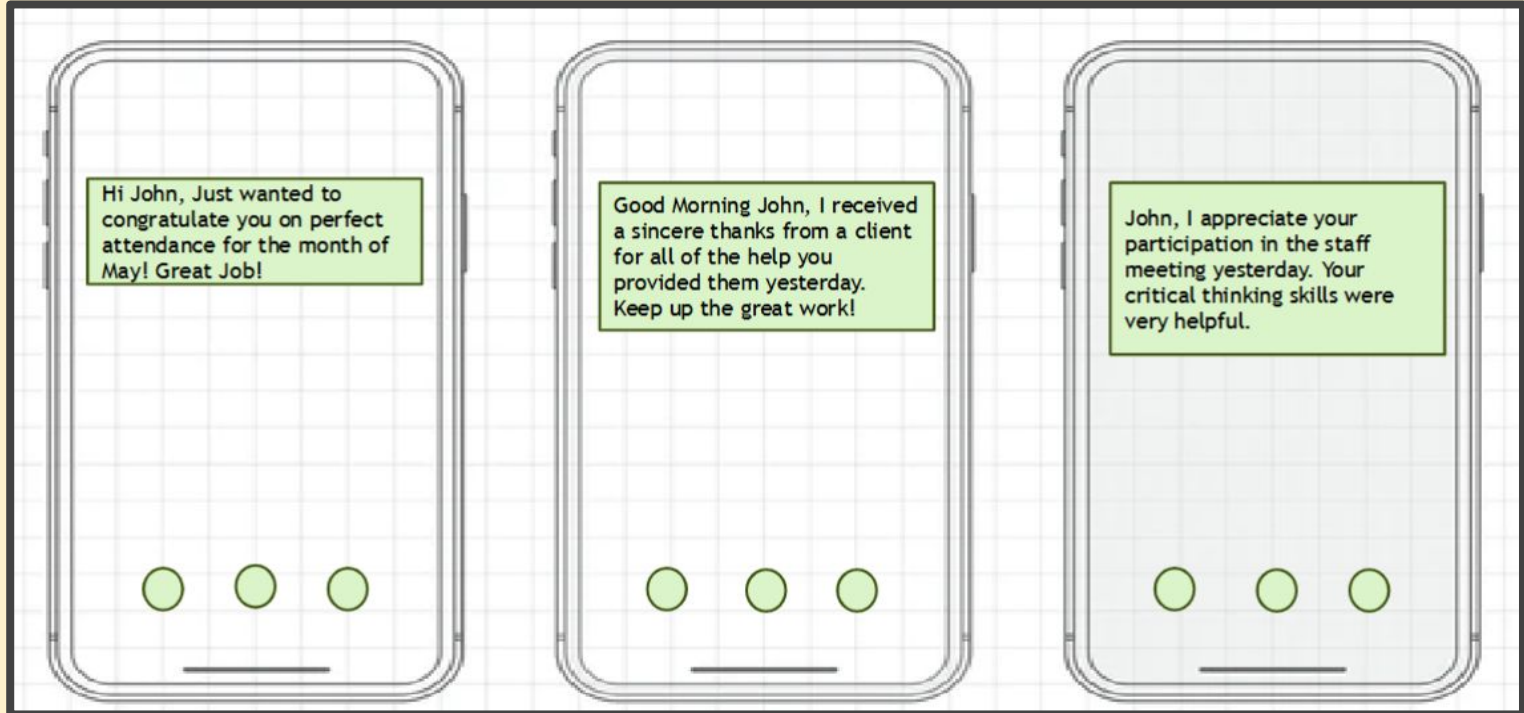
How might we encourage respectful communication when providing feedback with team members that strengthens work relationships rather than damaging them?

# Team 2 Prototype

**Problem Statement:** How might we encourage respectful communication when providing feedback with team members that strengthens work relationships rather than damaging them?



# Team 2 Prototype



# Team 2 Prototype

To: John

From: Michael

Subject: Quarterly Performance

Good Morning John,  
Just wanted to reach out congratulating you on a great job you've done this quarter. Your attendance has been perfect, the work you've done has been amazing, and clients cannot stop talking about you. Below you will see a link to redeem a \$25 Amazon gift card. In addition, you have also earned an additional day of PTO. We cannot thank you enough for the great work you've done this quarter. Keep it up!

[Amazon Gift Card](#)

Sincerely,  
Michael  
Senior Project Manager



# User Feedback

## Person 1

- **Clear Purpose:** This prototype is designed with the user in mind and tackles a particular communication issue.
- **Easy to Use:** Tools such as User Profile, Checklists, and Communication boards are simple and don't require much training.



# User Feedback

## Person 2

- **Accessibility:** The prototype can fit into current team work platforms (Like emails, messages, meetings)
- **Strengthens positive behavior immediately, enhances moral, and increases engagement.**



## User Feedback

### Person 3

**Time Efficiency:** Prototype requires little time to use.

**Personability:** The prototype allows the leaders to directly engage with employees in an informal format that is centered around that one person.

**Keep a paper trail of annual performance evaluations.**



## Refined Solution

**After trying out the prototype, and receiving feedback on it, we came to the conclusion that people respond better to feedback when it's specific to the employee and personable. Because of the platform used in the prototype, it opens up a line of communication leading to stronger relationships in the workplace. This will result in an increase in efficiency in the workplace.**



## **Design Thinking Reflections**

The most challenging portion of this process was establishing norms and agreements at the beginning of the assignment. Team 2 encountered difficulty in reaching effective collaboration, mutual respect, and shared responsibility of the roles defined by the assignment. Fortunately, the class educator was able to help the team resolve the issues and the rest of the process went smoothly. Team 2 members are hardworking, engaging, encouraging, helpful, and flexible. The skills learned and/or sharpened are communication through multiple tools/venues, ensuring “access” to all documents and projects are granted to all participants, and staying engaged for the duration of the term in order to complete the team project.



**Thank You!**