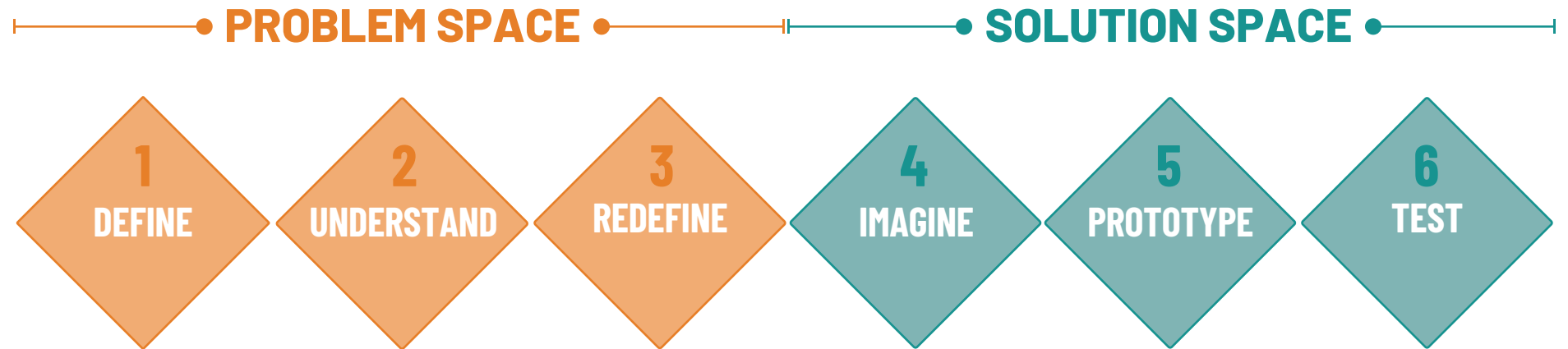


Design thinking is a human-centered problem-solving methodology that emphasizes collective intelligence to understand user needs, generate creative ideas, and iterate to develop innovative solutions to complex problems. The design thinking process typically involves several steps.



The **PROBLEM SPACE** involves **DEFINING** the problem rigorously in order to **UNDERSTAND** the needs of potential users, and to be able to **REDEFINE** the problem in a concrete way.

The **SOLUTION SPACE** aims to first **IMAGINE** different solutions to the problem, then prioritize the most suitable ones, **PROTOTYPE** them to achieve a common understanding, and finally, **TEST** them with potential users.

Élise Lebeau

The content of this work is subject to the Creative Commons Licence: <https://creativecommons.org/licenses/by-nc-sa/4.0/> 

To quote this simplified diagram:

Parent, S., Deschênes, M., Côté, A., & Pouliot, E. (2024).

The LaVIE Project Co-creation Process: An Adaptation of Design Thinking. CTREQ.

This resource can be downloaded at: <https://www.ctreq.qc.ca/projets/lavie/> [In French]

A COLLABORATION OF:



WITH THE FINANCIAL SUPPORT OF:



• PROBLEM SPACE •

Step 1 : DEFINE

Analyze the problem and its ecosystem, then formulate a question starting with "How might we...? (HMW)" that leads to action.

The design thinking process involves first taking the time to understand the problem.

DIGITAL INEQUALITIES IN EDUCATION

Québec
Community
Family
School
Student

How might we...

action verb + users + problem

Facilitator

Whew! It's all very theoretical! I already have a lot of ideas... It's too long!

It's normal to be eager to find solutions, but you have to trust the process.

Ok then... I trust the process, I trust the process, I trust the process...

Step 2 : UNDERSTAND

Identify and analyze the needs of users, with the help of interviews and scientific literature.

Large group sharing

INTERVIEWS WITH USERS

Small team exchanges

Individual reflection

Step 3 : REDEFINE

Define the criteria to develop a solution using the knowledge gained from previous steps.

CRITERIA

- Prioritize the use of existing resources
- Keep it simple and easy
- Provide support
- Promote a feeling of competence

I don't understand anything! What's the point of doing this?

As I explained at the beginning of the meeting, this exercise will help us later to orient our solutions towards concrete targets.

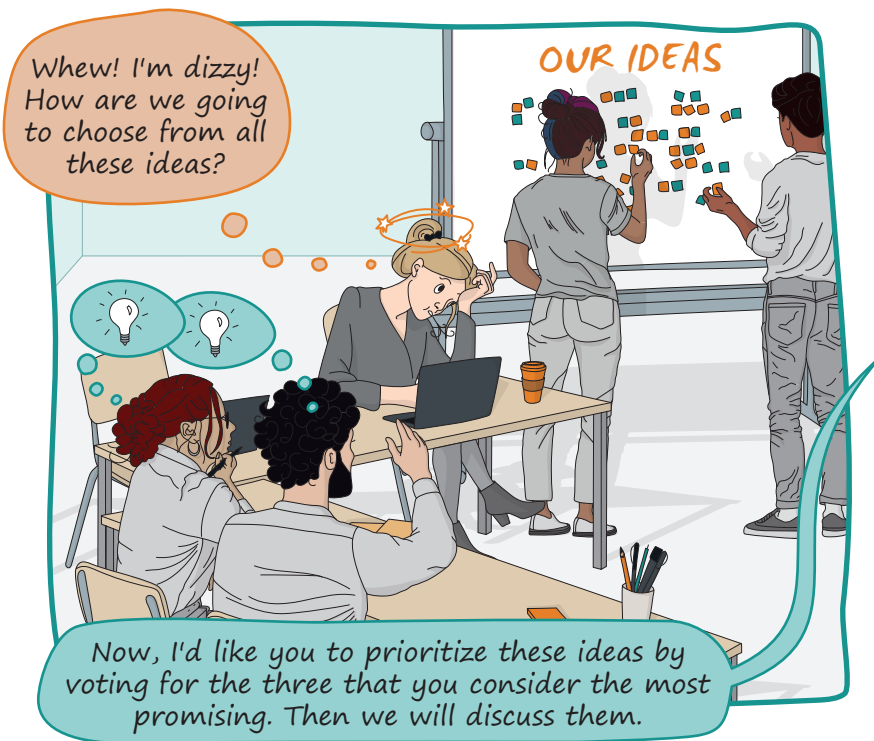
Ah, yes ! I remember now... Good thing she's here to guide us!

• POTENTIAL CHALLENGE: MANAGING AMBIGUITY IN BOTH THE APPROACH AND THE SOLUTION •

• SOLUTION SPACE •

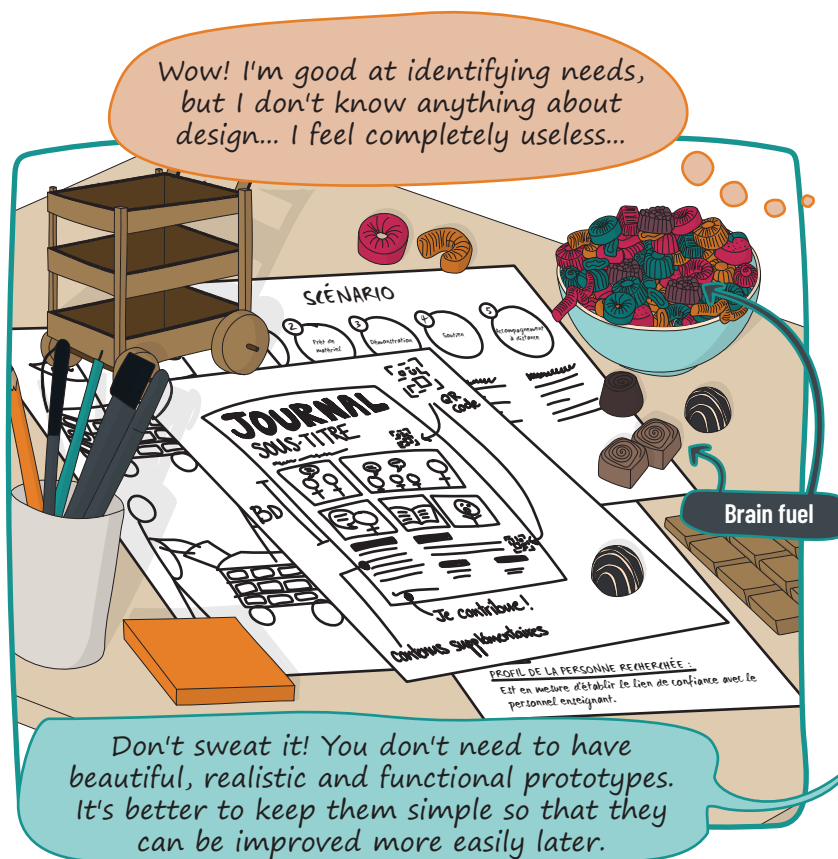
Step 4 : IMAGINE

Co-create solutions to the identified problem using different creative approaches.



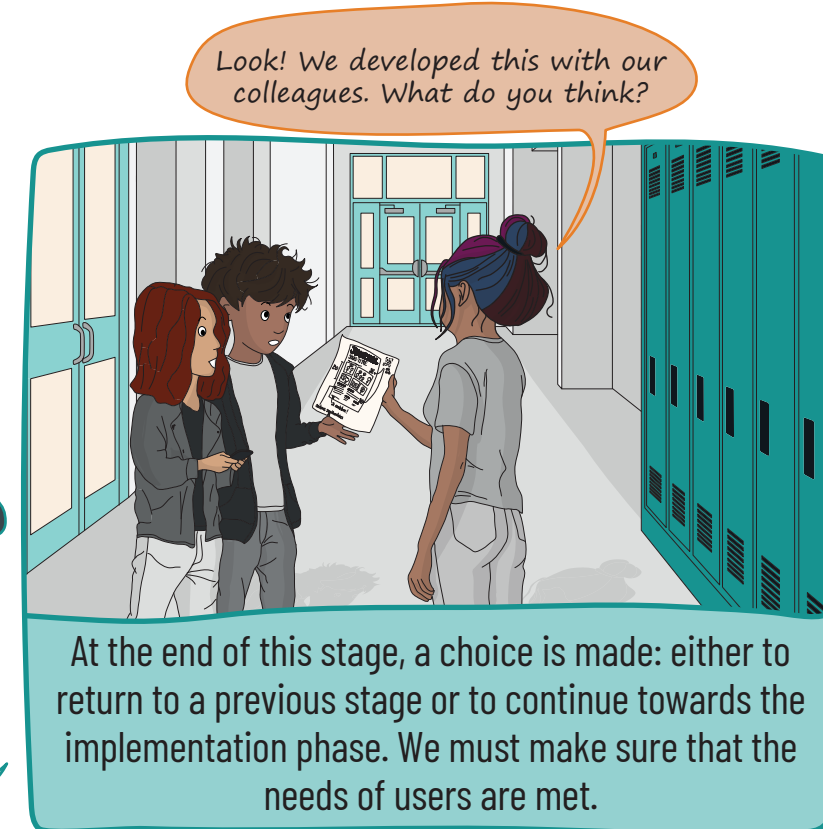
Step 5 : PROTOTYPE

Sketch out the most suitable solutions to reach a common understanding.



Step 6 : TEST

Test the solutions with users and improve the prototypes.



• POTENTIAL CHALLENGE: LEVERAGING THE KNOWLEDGE GAINED FROM THE PROBLEM SPACE TO CO-CREATE THE SOLUTION •

To quote this comic:

Lebeau, E., Voyer, S., Parent, S., Deschênes, M., Pouliot, E., & Côté, A. (2024). *The LaVIE Project Co-creation Process: An Adaptation of Design Thinking*. CTREQ.

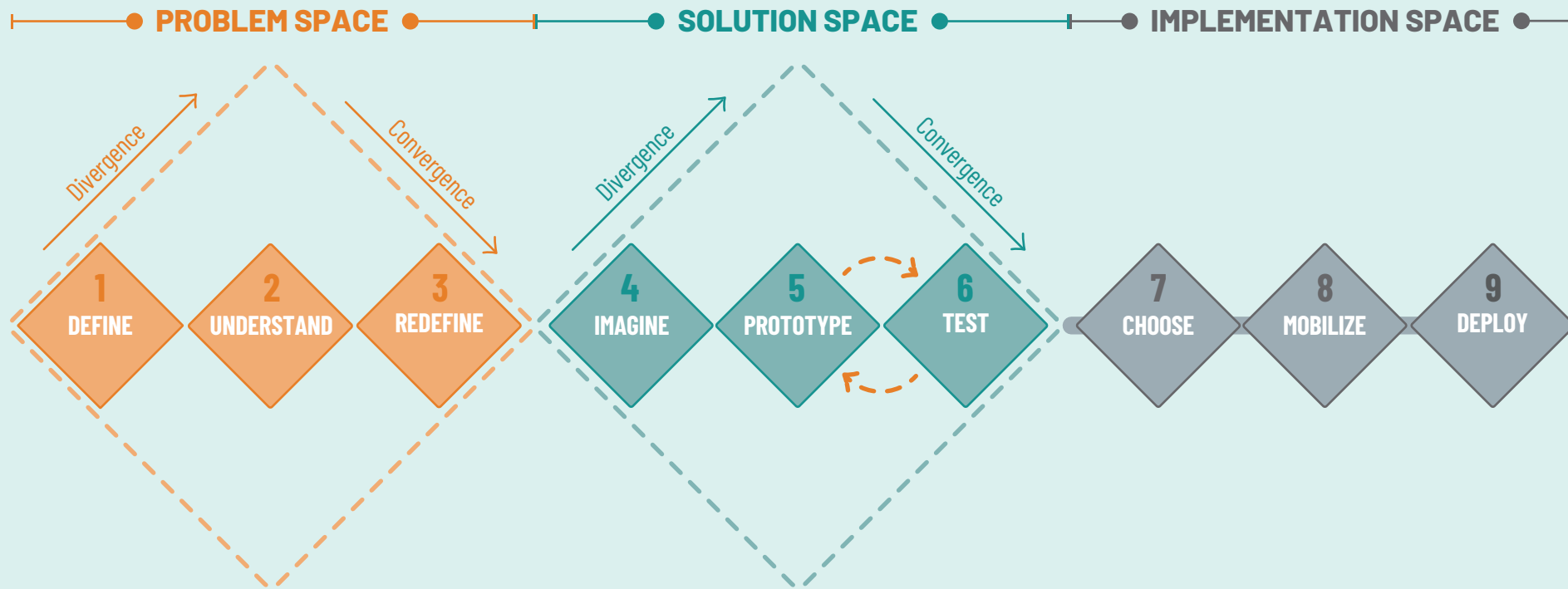
This resource can be downloaded at: <https://www.ctreq.qc.ca/projets/lavie/> [In French]



The content of this work is subject to the Creative Commons Licence: <https://creativecommons.org/licenses/by-nc-sa/4.0/>


Élise Lebeau

Finally, the **IMPLEMENTATION SPACE** can be led by one or more people who may or may not have participated in the previous steps. This step involves **CHOOSING** a co-created solution to refine, and then **MOBILIZING** the necessary resources to **DEPLOY** it on a larger scale.



There can be different trajectories in the design thinking process. For example, if the test (step 6) does not meet the expectations of users, you can return to the previous steps to improve the co-created solutions.



 The content of this work is subject to the Creative Commons Licence: <https://creativecommons.org/licenses/by-nc-sa/4.0/>

Élise Lebeau

To cite this diagram:
Parent, S., Deschênes, M., Côté, A., & Pouliot, E. (2024).
The LaVie Project Co-creation Process: An Adaptation of Design Thinking. CTREQ.

This resource can be downloaded at : <https://www.ctreq.qc.ca/projets/lavie/> [In French]

A COLLABORATION OF:



WITH THE FINANCIAL SUPPORT OF:

