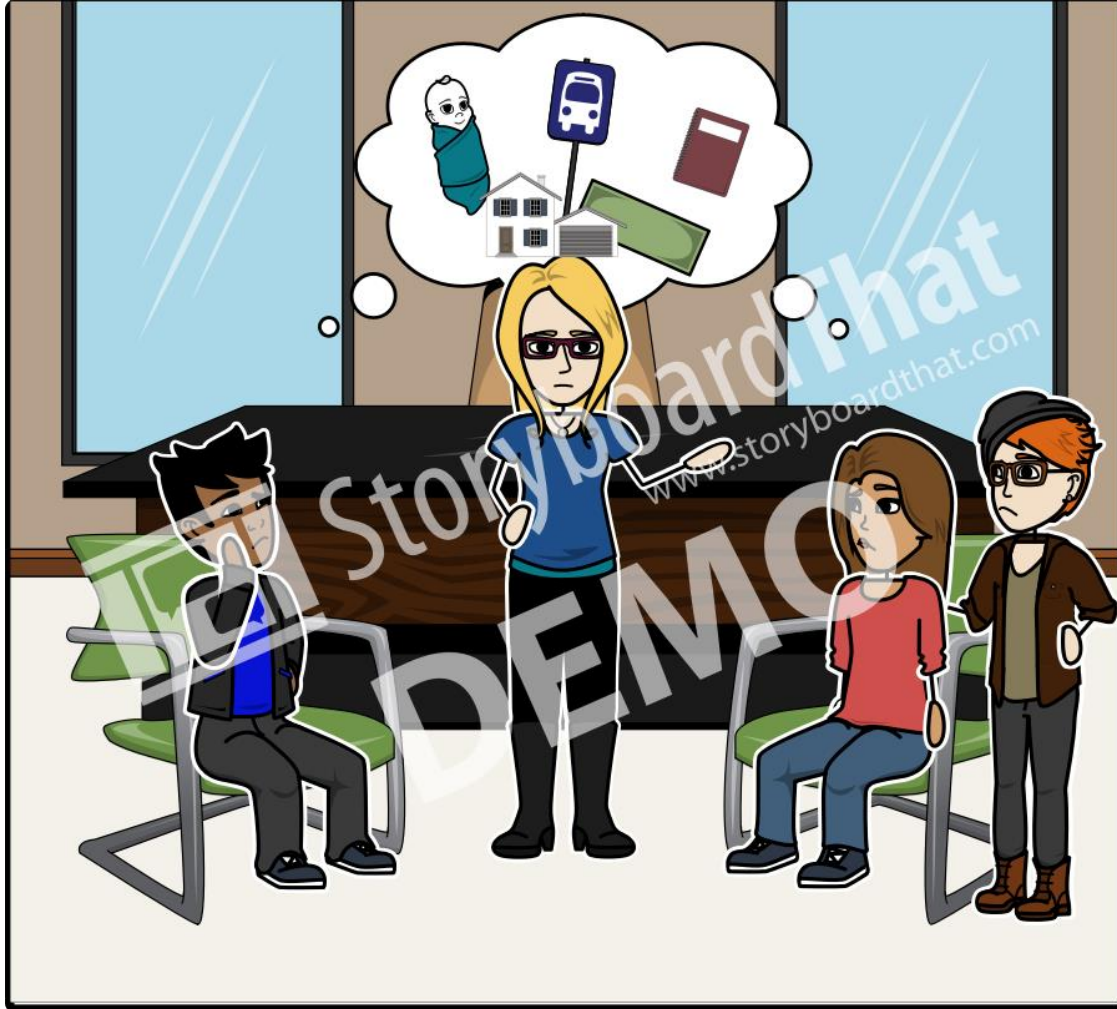# Planning Human Centered Design Programs

Empowering Youth Challenge Team 1

StoryboardThat

Observation

- The goal here is to understand your customer (16-24 yr. old out-of-school youth). Identify patterns of behavior, barriers to success, places/situations/systemic issues that make it difficult for them to complete a program/activity.

Ideation

- With a team that includes providers and the youth you are serving, brainstorm ideas/solutions to address the observations made. Come up with as many ideas as you can! The group will eventually come up with the right solution!

Rapid Prototyping

- Quickly develop a simple activity/project to test the solution you came up with in ideation. This will not be the final version. Take this opportunity to test the preliminary model as quickly as possible with youth.

User Feedback
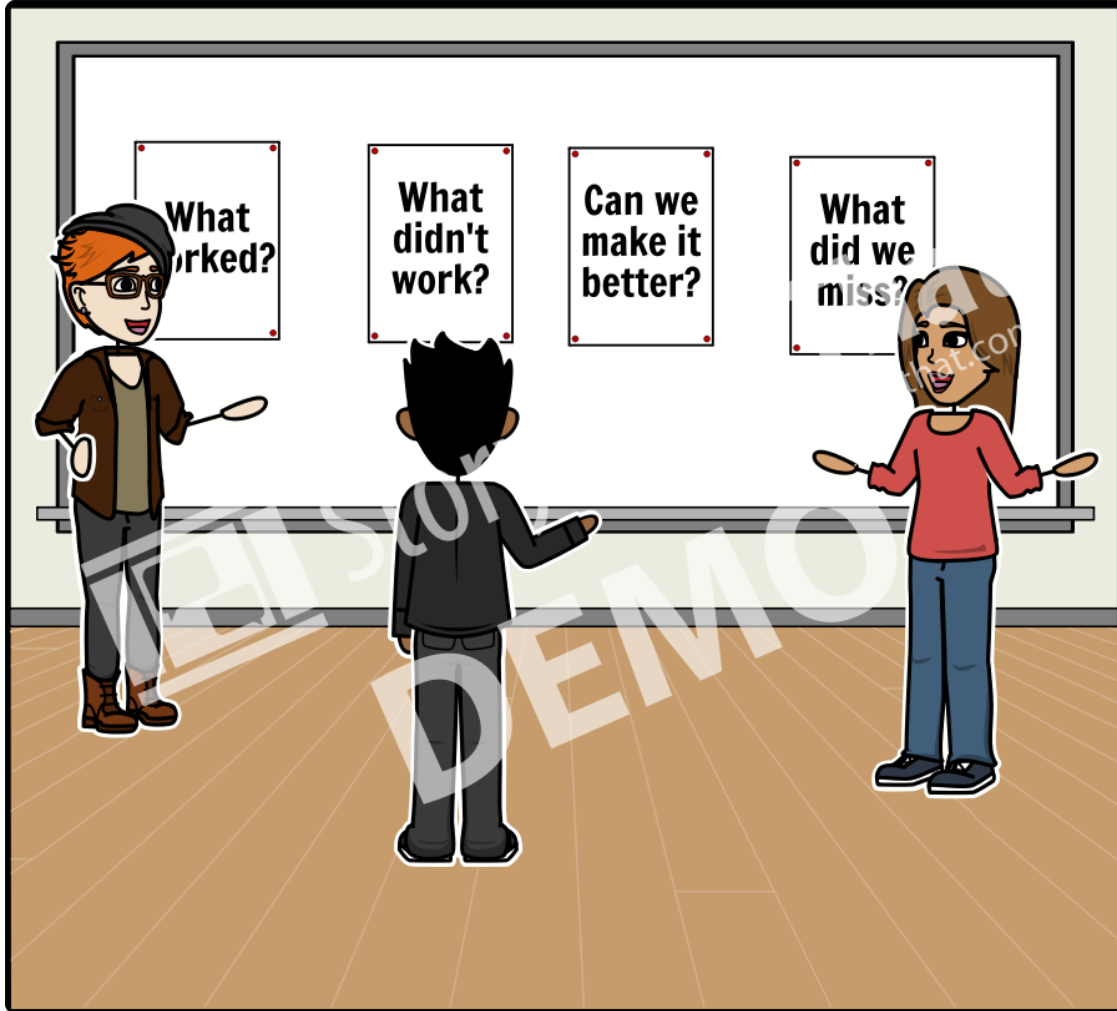
- After trying the activity with the youth, get their honest feedback. What worked? What didn't work? How can we make it better? Did we miss anything? Get feedback from providers also.

Iteration

- Use that feedback to make necessary changes in the design of the activity/project. Keep testing and using feedback until you have fine tuned the solution. This may take a few rounds! When you have found the solution, move to implementation.

Implementation

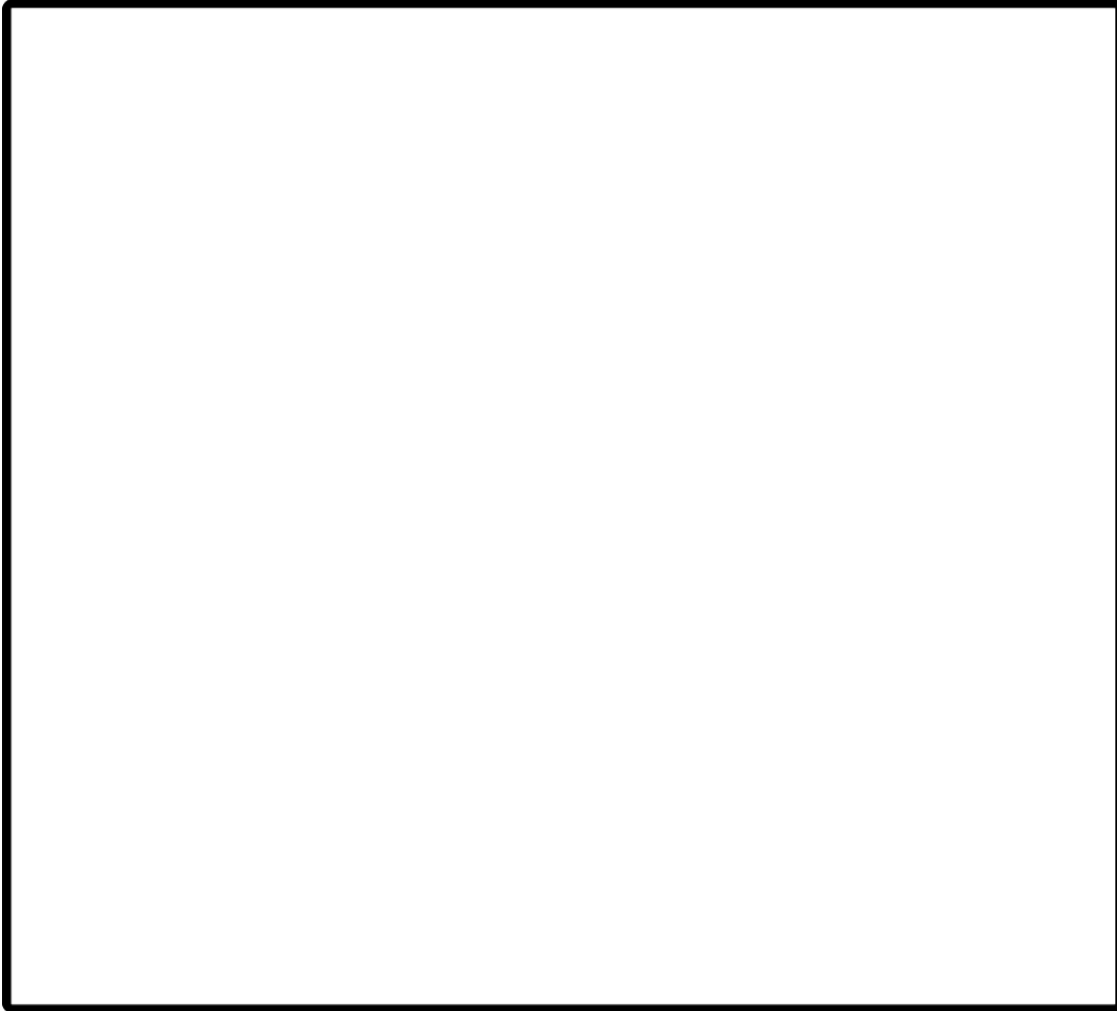- You have found what works! Now share your idea, activity/program model with the world!

Process Documentation Template
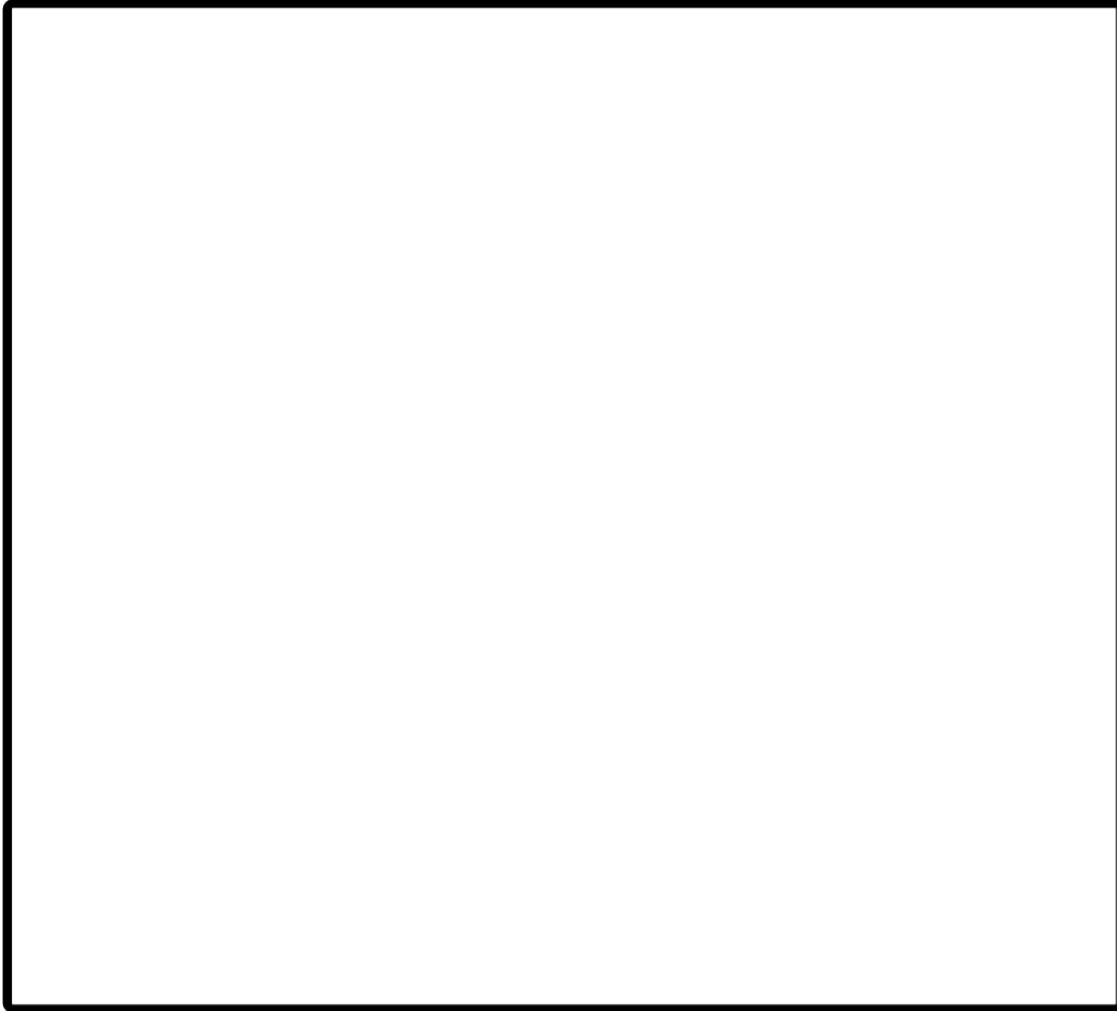
Empowering Youth Challenge Team 1

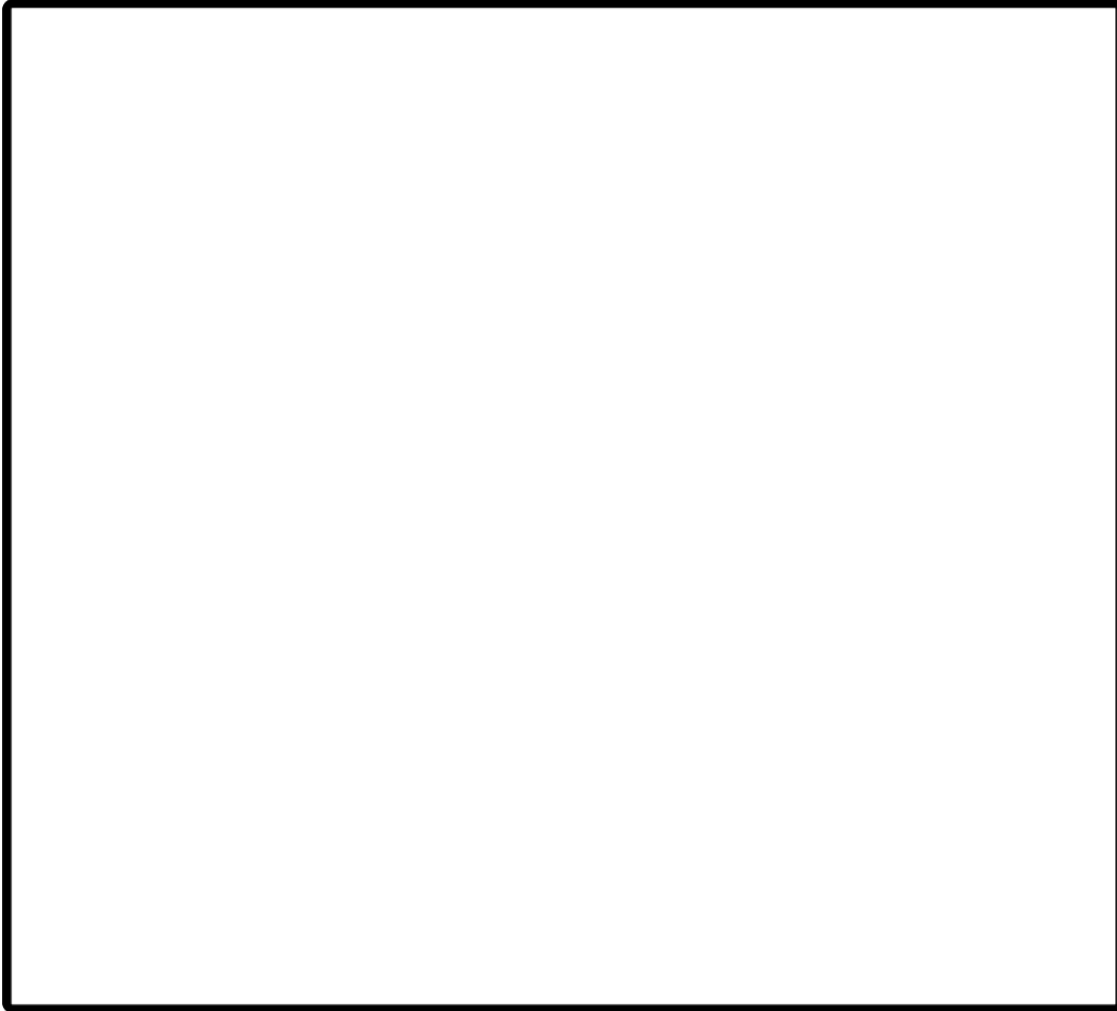StoryboardThat

Identify the Needs and Goals of the Activity/Project

- What do you need to make this activity/project a success?

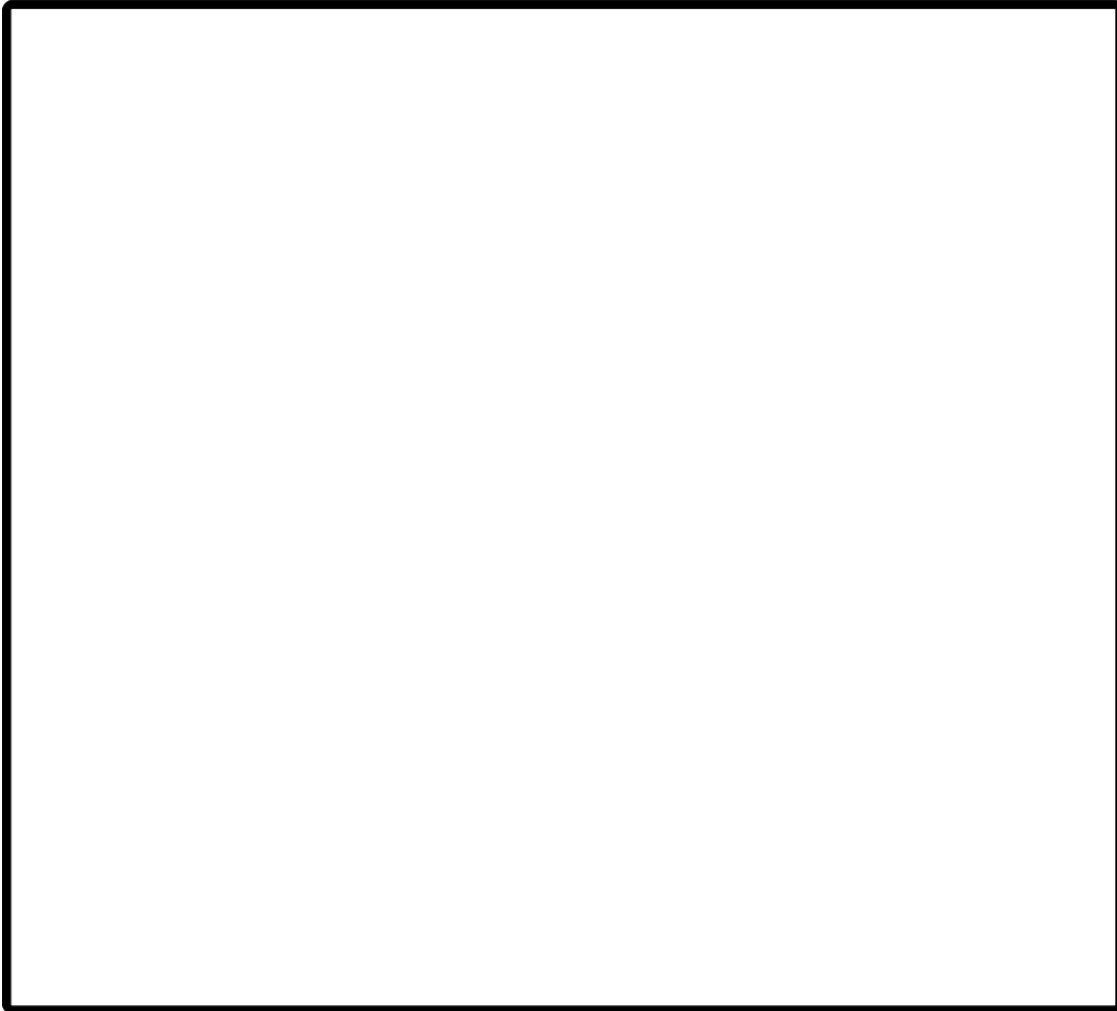StoryboardThat

Develop a Power Team

- Identify all agencies, partners, business, and YOUTH who need to be at the table.

Develop an Action Plan

- Establish clear actions that are measurable. Identify who is responsible for each action and establish a timeline. Allow youth to be active in the planning and take ownership of their role.

Keep it Moving

- Meet on a Regular Basis and Keep the Activity/Project Moving. Plan meetings that accommodate Youth. Be careful not to create barriers that prevent them from participating.

Hold people on the team accountable.
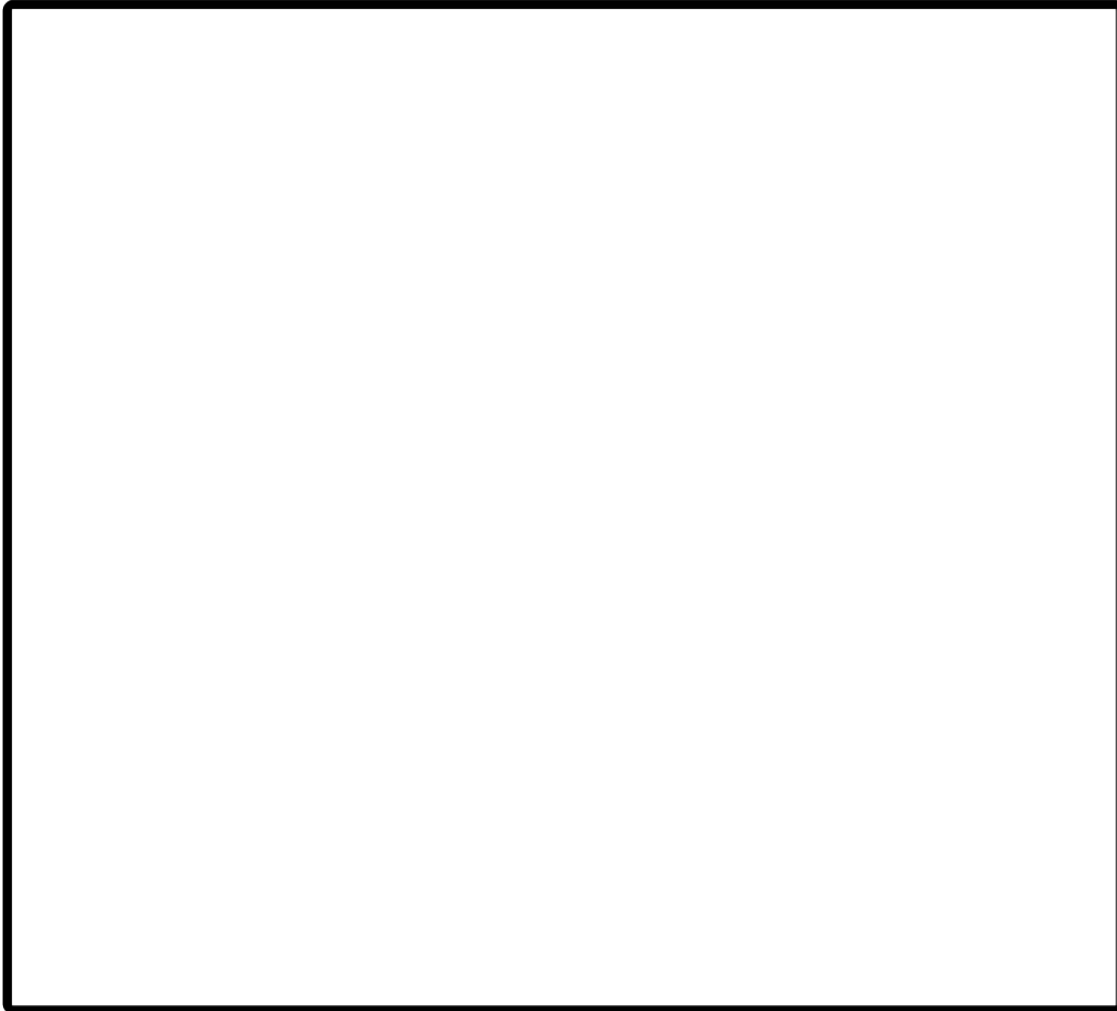
- We all get busy, so work as a team and share the load. Touch base with team members to see where there may be gaps to fill. Build upon the strengths and resources of each member.

Assess the Process and Outcomes

- Ask: What worked? What didn't work? What did we miss? How can we make it better next time? Truly consider Youth feedback.

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