



National Credential and Skills Institute

Improving Outcomes for Skilled-Immigrants
Through Ideation and Innovation

A decorative background at the top of the slide featuring a network diagram with blue and green nodes connected by thin lines, set against a light blue and green gradient.

What We Are Here To Do

- Think Creatively and Differently
- Challenge Our Own and Others' Assumptions
- Have Fun
- Generate New Ways of Thinking About Collective Community-Wide Approaches

A decorative background at the top of the slide featuring a network diagram with blue and green nodes connected by thin lines, set against a light blue and green gradient.

What We Are Not Here To Do

- Generate Policy
- Dictate Behavior to Others
- Solve Every Challenge Before
5pm

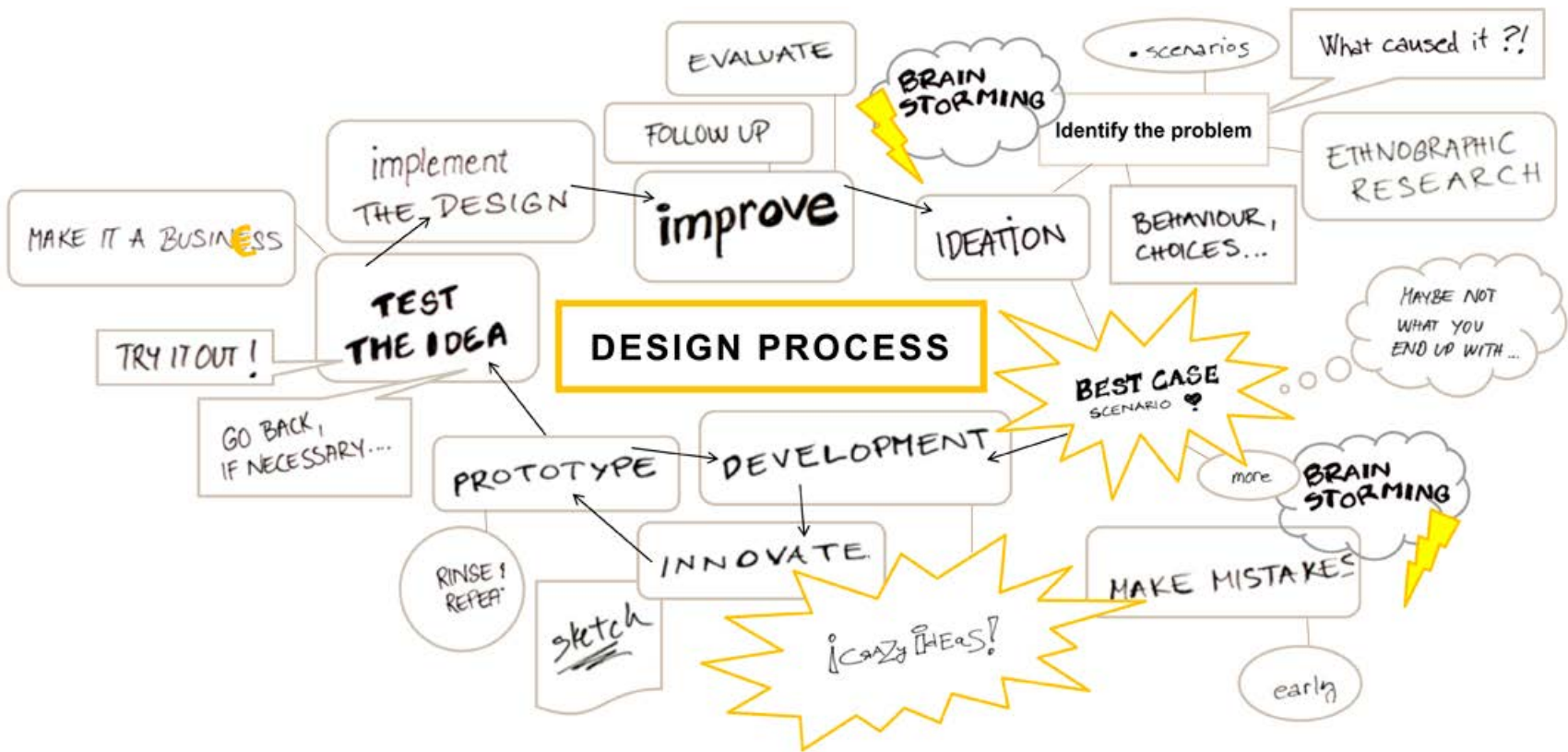
Getting Organized



Designate:

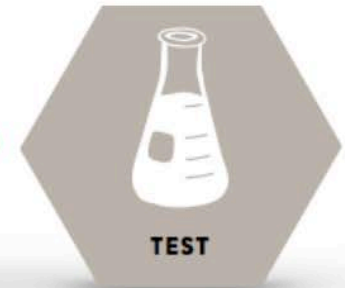
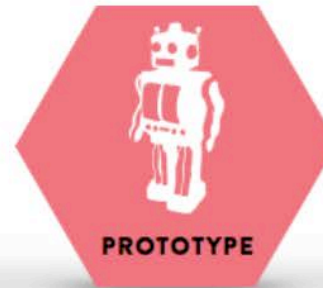
- Facilitator
- Note taker
- Timekeeper
- Reporter

Design Thinking



Human-Centered Design

A collaborative, discovery-based journey



Get inspired by the people you're serving.

Start by listening to people to get new ideas about how to design for them.

Identify patterns and surprising insights to inspire new opportunities for design

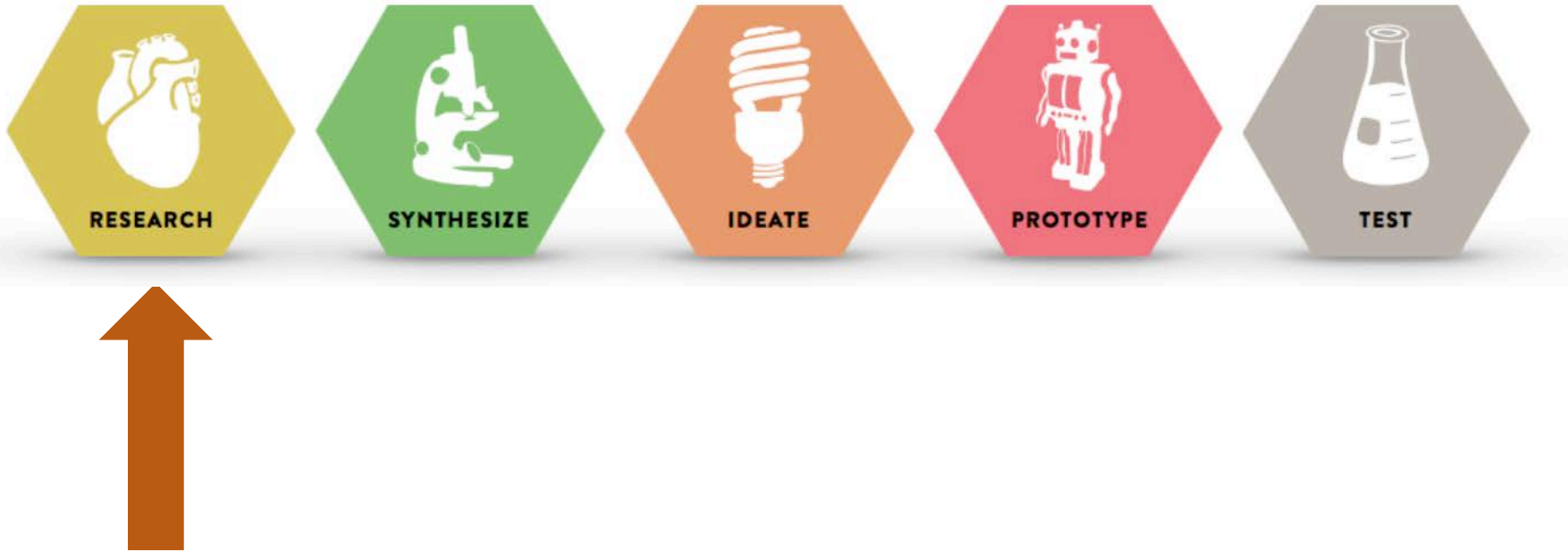
Brainstorm new ways to serve your customers

Try out your ideas and get feedback from customers – so you can revise your prototypes and get more feedback

Try out a pilot program and experiment with ways to implement your new ideas

Human-Centered Design

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Empathy

OBSERVE



ENGAGE

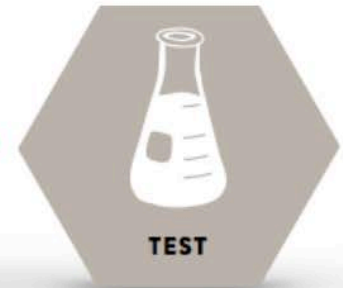
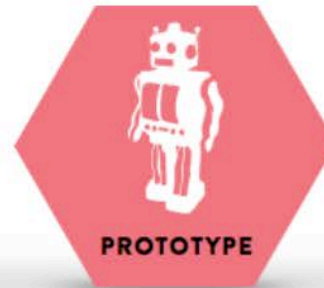


IMMERSE



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how might we ...

assume solutions exist



how **might** we ...

reduce commitment



how might **we** ...

do it together



EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

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Problem (5 Minutes)

How Might We [ACTION]
For [WHOM]
In Order To
[CHANGE SOMETHING]
By [WHEN].



How might we...**ACTION**

Design **Redesign** **RETHINK** Alter **Augment**

IMPROVE Persuade **INSTRUCT** Teach Inform

UPGRADE Change **ENCOURAGE**

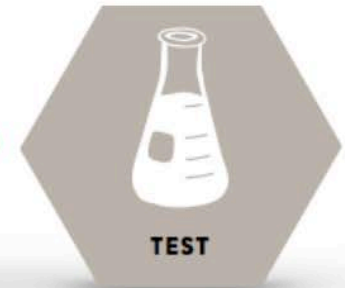
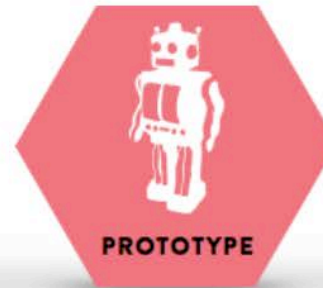
Develop Expand *Build on* **Update** Refine

Grow Spread **INFORM** Enhance **Develop**

Amend **RAISE AWARENESS** **Transform** **Boost**

Human-Centered Design

A collaborative, discovery-based journey

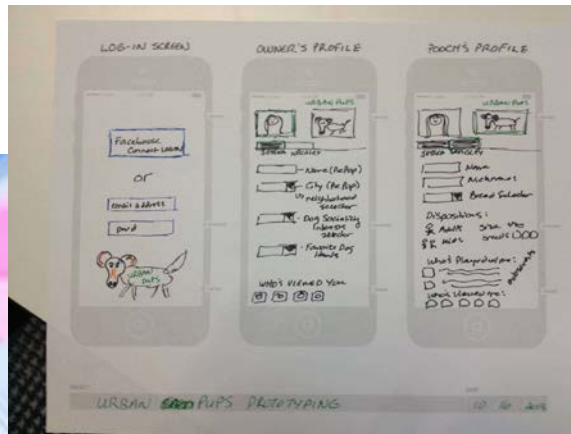


Ideate (6 Minutes)



- Develop as Many Solutions as Possible
- Use Drawings with Words
- “Crazy Ideas” Lead to Real Solutions

Choosing Solutions (5 Minutes)



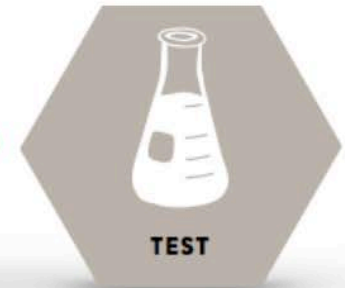
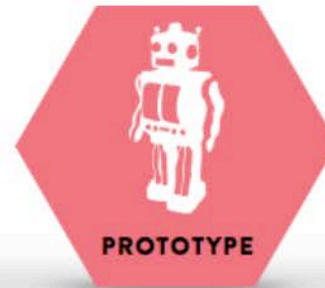
A network diagram with various colored nodes (blue, green, yellow) and connecting lines, representing a complex system or data network.

Choosing One Solution (5 Minutes)

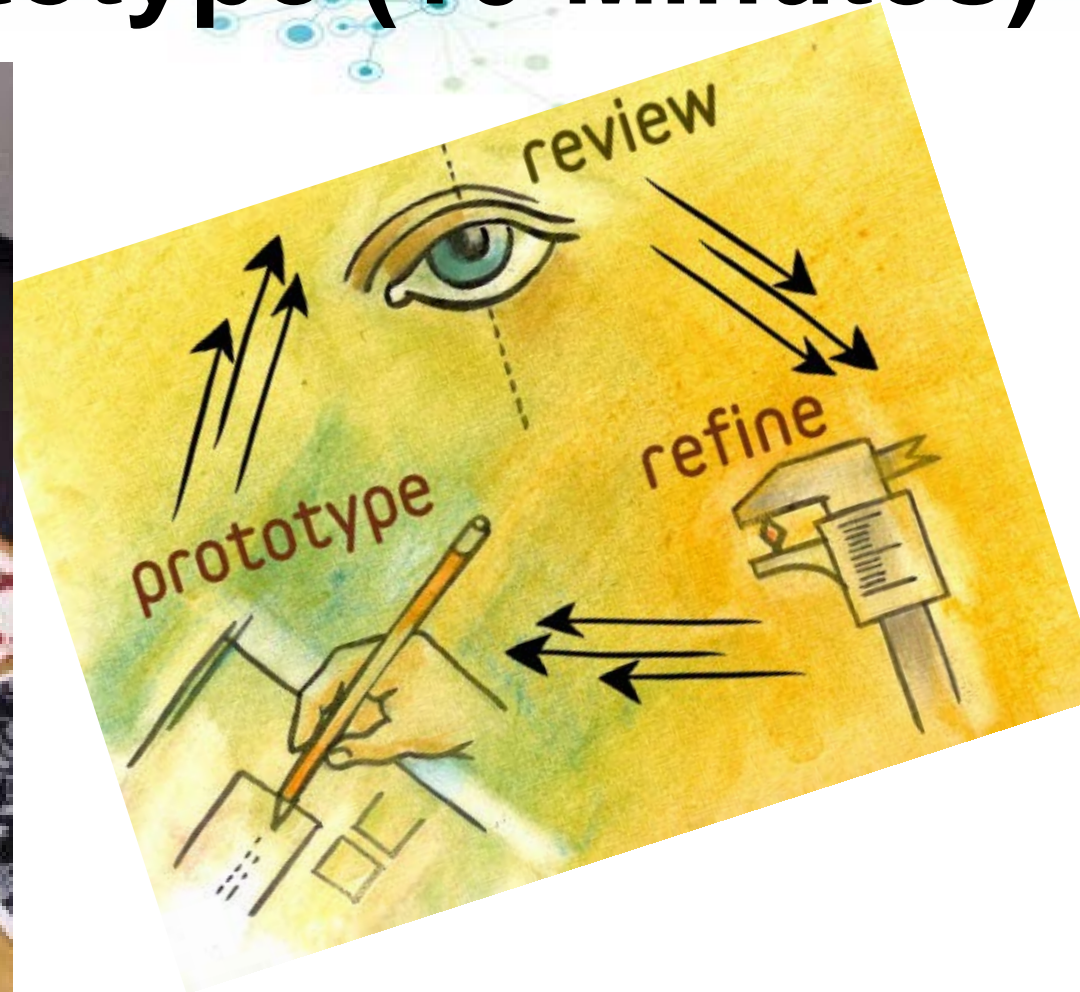


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Crafting A Prototype (10 Minutes)





**A picture
is worth a
thousand
words**

**A prototype
is worth a
thousand
pictures**

Keynotopia

Each Group Needs



Chart Paper w Problem Statement

Chart Paper w Solution Description

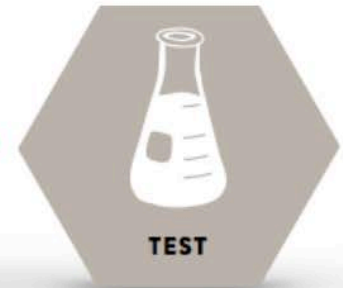
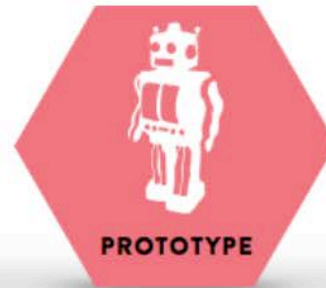
Prototype



90 Seconds Each Table

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A network diagram with blue and green nodes connected by thin lines, representing a complex system or network.

Final Reflection

What Emerged?

SO WHAT?





תודה
Dankie Gracias
Спасибо شكراً
Merci Takk
Köszönjük Terima kasih
Grazie Dziękujemy Děkojame
Ďakujeme Vielen Dank Paldies
Kiitos Täname teid 谢谢
Thank You Tak
感謝您 Obrigado Teşekkür Ederiz
Σας ευχαριστούμε 감사합니다
Bedankt Дěkujeme vám
ありがとうございます
Tack