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A guide to running design sprints

LOTI_LDN

/loti-ldn

Loti.london

#LOTI

Overview: Moving from Ideas to Action

1

Laying the Foundations

This stage focuses on defining the desired future state through storytelling and structured foresight exercises.

2

Envisioning the future

This stage focuses on defining the desired future state through storytelling and structured foresight exercises.

3

Developing Solutions

In this stage, participants generate, refine, and structure ideas into viable concepts that address the identified challenges

4

Building Prototypes

Here, teams prioritise features, create prototypes, and test them with stakeholders to gather feedback for refinement.

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Do it yourself!

Estimated time: 2-3 months

Lay the Foundations

- Gather key pain points, challenges, barriers in the question you are trying to design for
- Gather personas that will/should be impacted by the current challenge - including people delivering and drawing on services
- Create and update your database of participants for the design sprints, ensuring representation, relevance and ownership over the outcome

Note:

- Pain points, challenges will emerge from previous research and should come directly from people who are experiencing the challenge
  - *Refer to our website for resources on designing workshops to bring out pain points, desired outcomes and other foundational knowledge*
- Refer to our video and related slide deck on designing an immersive experience which lays out our process of gathering the foundational information needed
- If there are multiple challenges, consider running the multiple sprints to cover different themes

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Inspiration

High level examples of personas for our sessions.

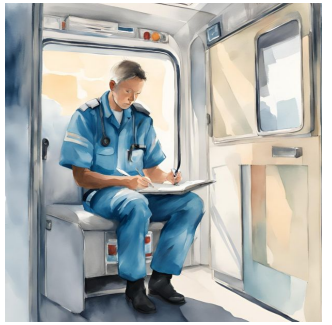
- Find a suggested guide for creating personas here
- Consider if empathy maps are more useful in your context

A 70-year old woman who lives by herself

The partner and carer of a 40 year old man, whose health has been declining.

A social worker supporting adults in social care.

A local authority officer who is in charge of responding to incoming cases and moving them along the process.



A paramedic who regularly makes referrals to social services..

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Step 1

Envisioning the Future

Do it yourself!

Estimated time: 4-5 hours

Envision the future

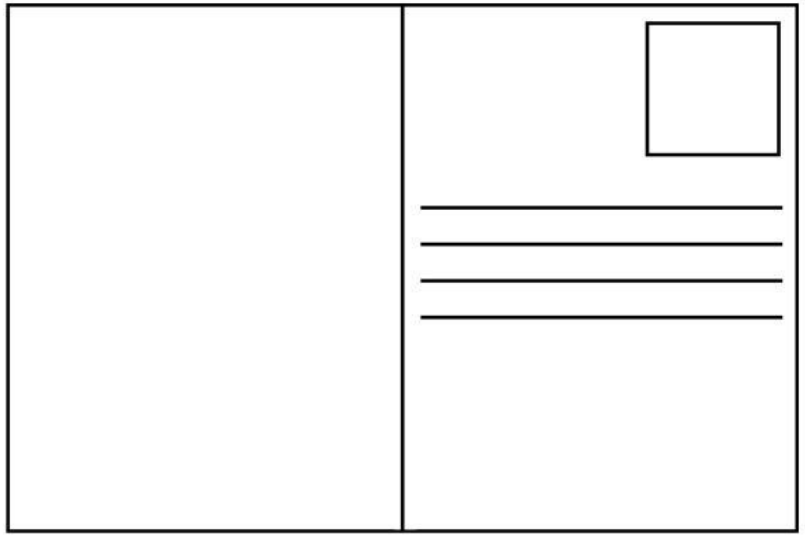
- Gather material including challenge statement, personas from your research
- In your first design session:
  - Articulate a future vision for them using the Postcards from the future activity
  - Create a long list of problems that need to be solved using the Now/Later framework

Notes:

- *Ensure that the personas reflect the reality of the users/staff you are designing for*
- *In the Postcards from the Future activity, be specific about what you want your participants to write about. See examples from our session on this slide.*
- *We adapted the Now/Next/Later framework as the difference between 'Next' and 'Later' was not useful for our context. Timeframes for 'Now' and 'Later should be defined by the context of you work.*

Tools

Postcards from the future



You are a 70-year old woman who lives by herself, writing to your niece. Describe your recent episode of dizziness and dehydration and how you managed to deal with it before it got bad.

You are the partner and carer of a 40 year old man, whose health has been declining. Write to your friend about your experience with his decline and how you got support caring for him.

You are a social worker supporting adults in social care. Write to your friend (who is considering a change in career) about an elderly resident whose case you recently worked on.

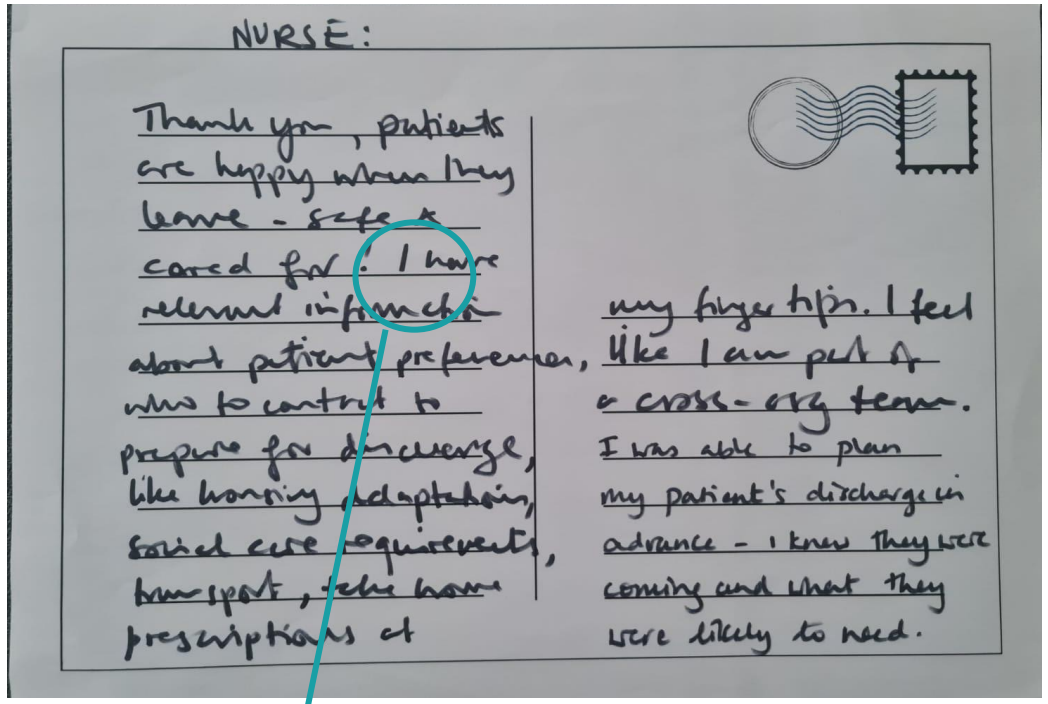
Tools

Now/Later Framework

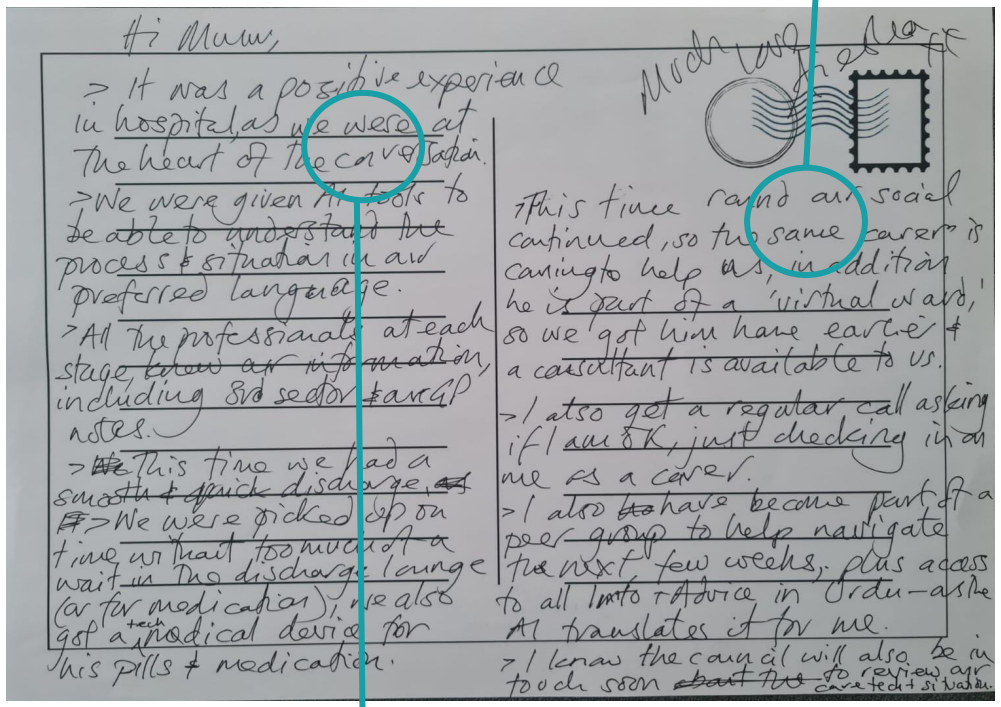
Review the postcards from the future. **In order for each to come true, what would need to happen:**

Now	Later

Example



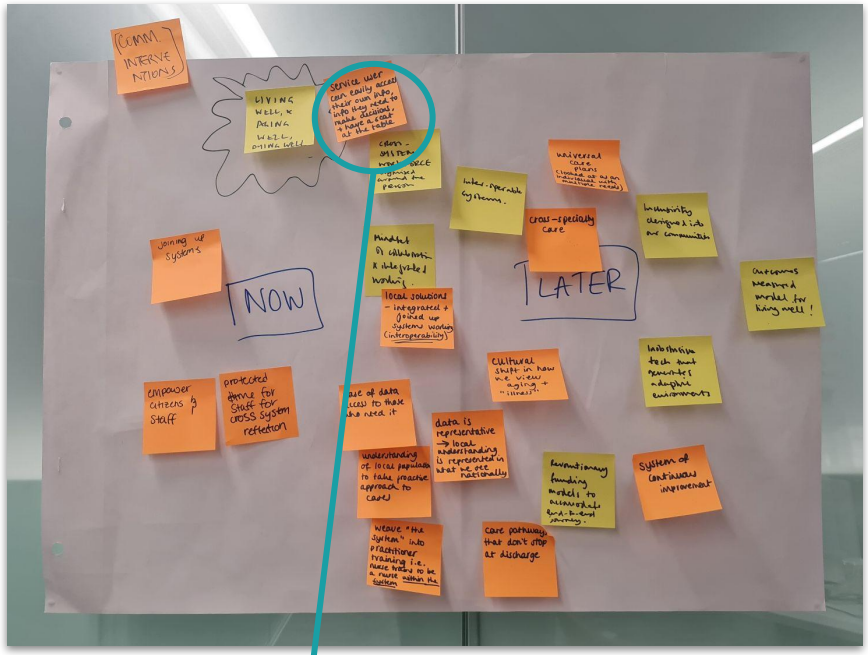
"I have relevant information about patient's preferences..."



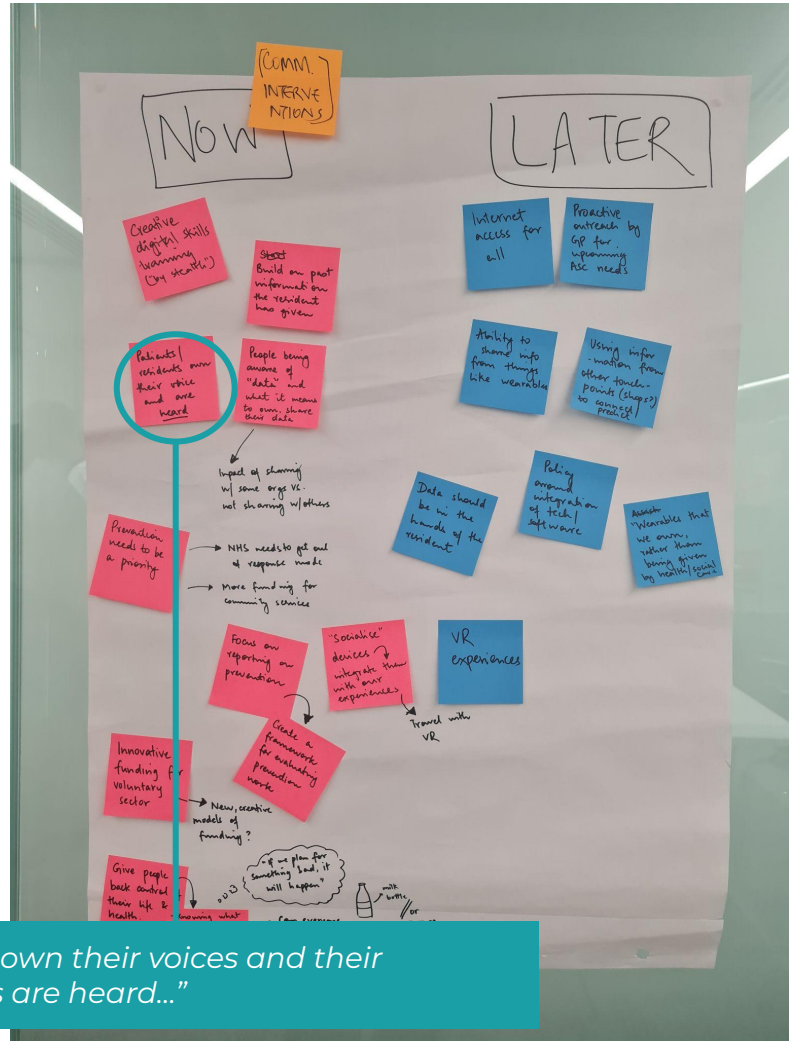
"We were at the heart of the conversation..."

"They knew about and were able to continue our social care..."

Example



"Resident can easily access and update their own information..."



"Residents own their voices and their preferences are heard..."

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Do it yourself!

Estimated time: 2-4 hours

Develop Solutions

- In your design sprint session:
  - Use methods like Crazy 4's to brainstorm creative ideas for the ideas from the 'Now' section in the previous activity
  - Have participants combine/pick ideas and work on 2-3 per group
  - Use the template provided to have them refine the chosen ideas

Suggestions:

- We recommend conducting this activity in the same session as the 'Envisioning the Future' activity to allow for continuity and flow
- After the initial solutions are developed, we recommend cleaning them up, and presenting them to an even broader audience (ideally online, to be inclusive) to sense check and refine them
  - This opens up the process to more expertise input and prevents the solution from going down unnecessary paths or missing crucial features

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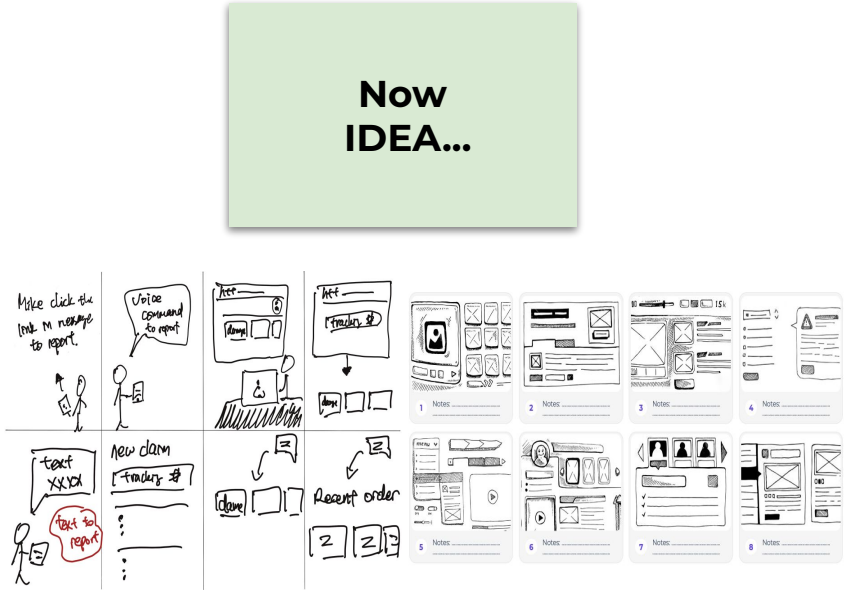
Tools

Brainstorm | We started off with the ‘Now’ ideas from the previous section and used the Crazy 4s method

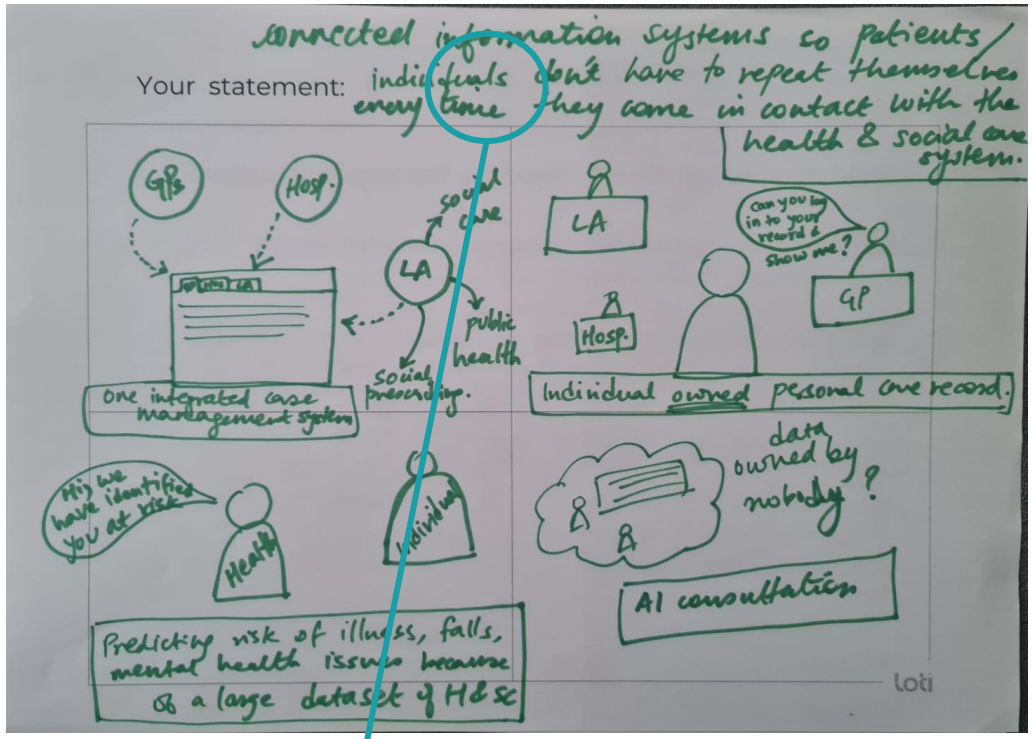


Our approach

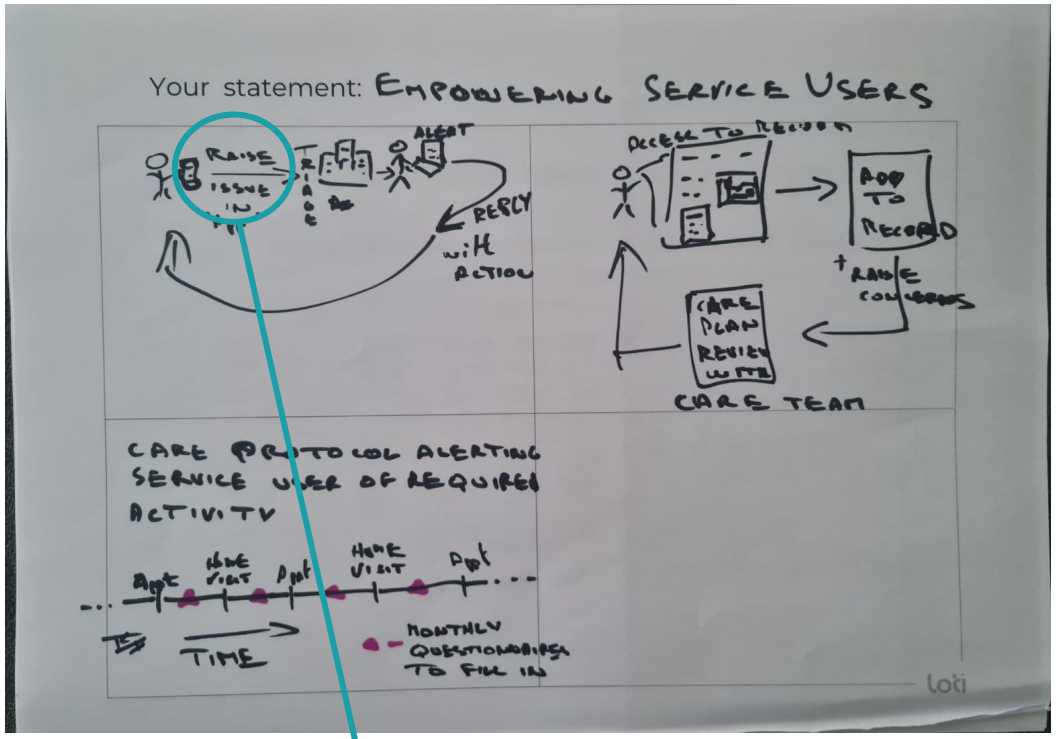
Refine | We had participants work as groups to pick 1-2 ideas to work on

What is the idea (in one sentence)?	Who will benefit and in what way?	Who will use it and when?	Who can help us flesh out details?	Who can help us build this?
			This could be someone who: • *knows how this currently works* • *can point to what's broken* • *has ideas on what's possible/needed*	*This could be someone who:* • *Already delivering a similar service* • *Can make prototypes*

Examples



"...So individuals don't have to repeat themselves..."



"...Raise issues/needs in advance..."

Pause,

Bring more people along.

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At this stage, it is likely you have a clearer idea of your solutions and will need designers, UI/UX developers and service designers in the room to bring it to life.

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Do it yourself!

Estimated time: 1 day - 2 weeks

Build Prototypes

- Use the storyboard template, MoSCoW framework and Cards for Humanity tools (see next page) to have participants ideate features for the prototypes.
- Provide a menu of templates for participants to create service blueprints, wireframes, and concept maps based on their idea

Suggestions:

- ❖ At this stage, it is helpful to have UI/UX developers, service designers in the room in order to move the ideas from concepts to rough working prototypes
- ❖ Depending on the outcomes outlined for your prototypes, this phase might need to be longer to allow for further development and testing of the prototypes. In our case, the goal of the prototypes was to spark conversations and demonstrate the impact the sandbox approach.

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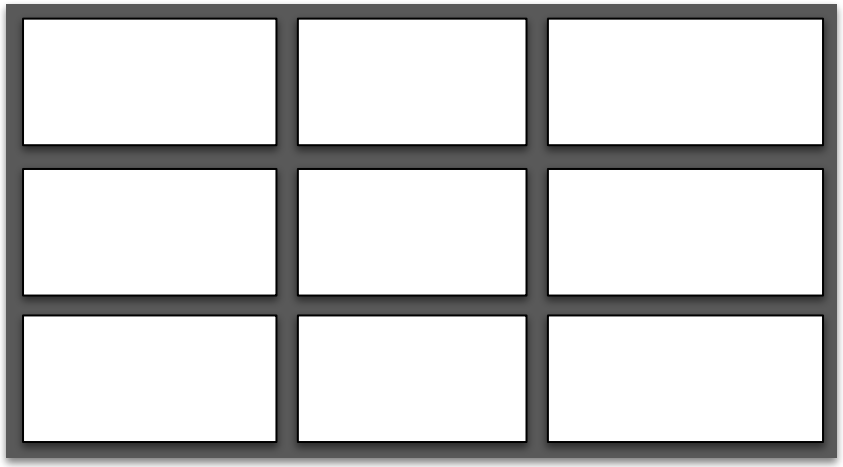
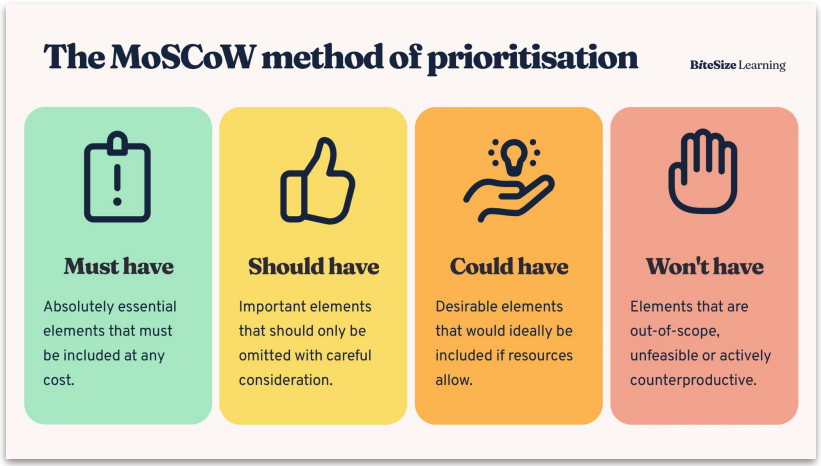
Tools

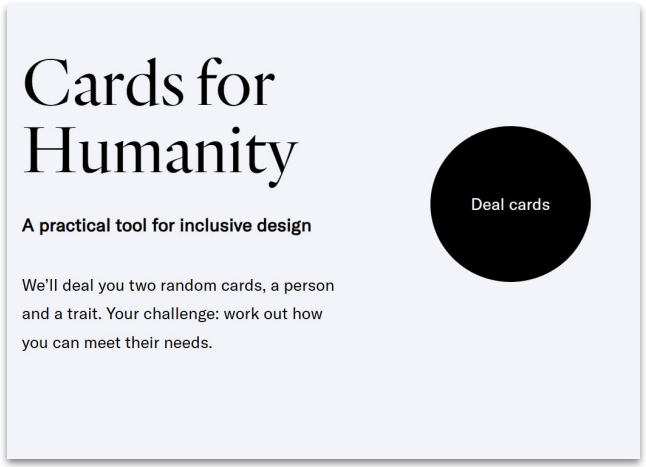
1



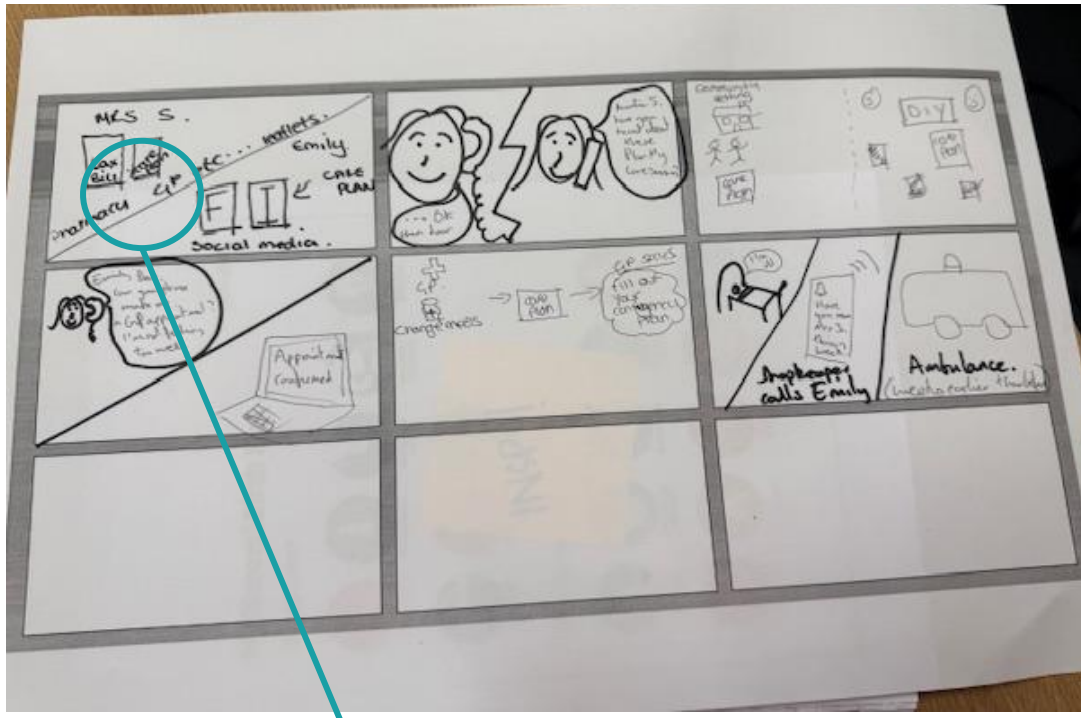
2


The MoSCoW method of prioritisation
BiteSize Learning
Must have
Absolutely essential elements that must be included at any cost.
Should have
Important elements that should only be omitted with careful consideration.
Could have
Desirable elements that would ideally be included if resources allow.
Won't have
Elements that are out-of-scope, unfeasible or actively counterproductive.

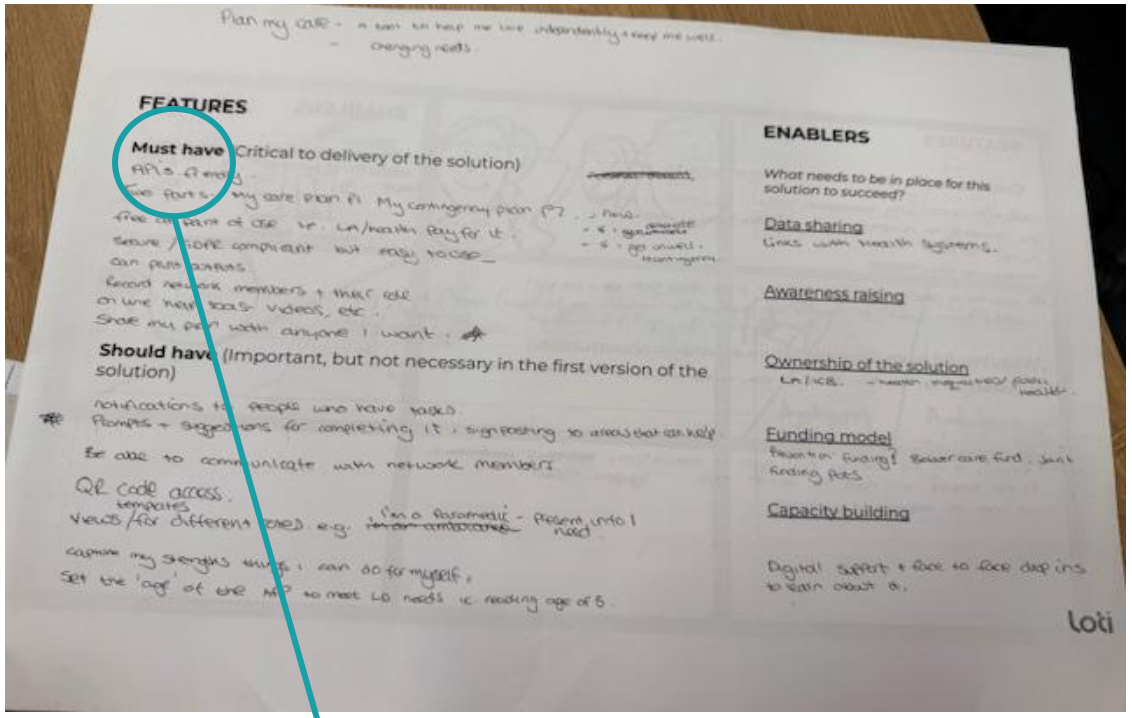
3


Cards for Humanity
A practical tool for inclusive design
We'll deal you two random cards, a person and a trait. Your challenge: work out how you can meet their needs.
Deal cards

Example



"Multiple trigger points - from GP, Council, Pharmacy, etc"
"...a simple conversation..."



"Secure, but easy to use
Share my plan with anyone I want
API friendly"

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