



# REOPENING SCHOOLS:

## SHARING BEST PRACTICES



# WE WILL BE USING THE DESIGN THINKING APPROACH



Six one-hour sessions  
(7/27-8/12 Time: 4:30 – 5:30 PM)



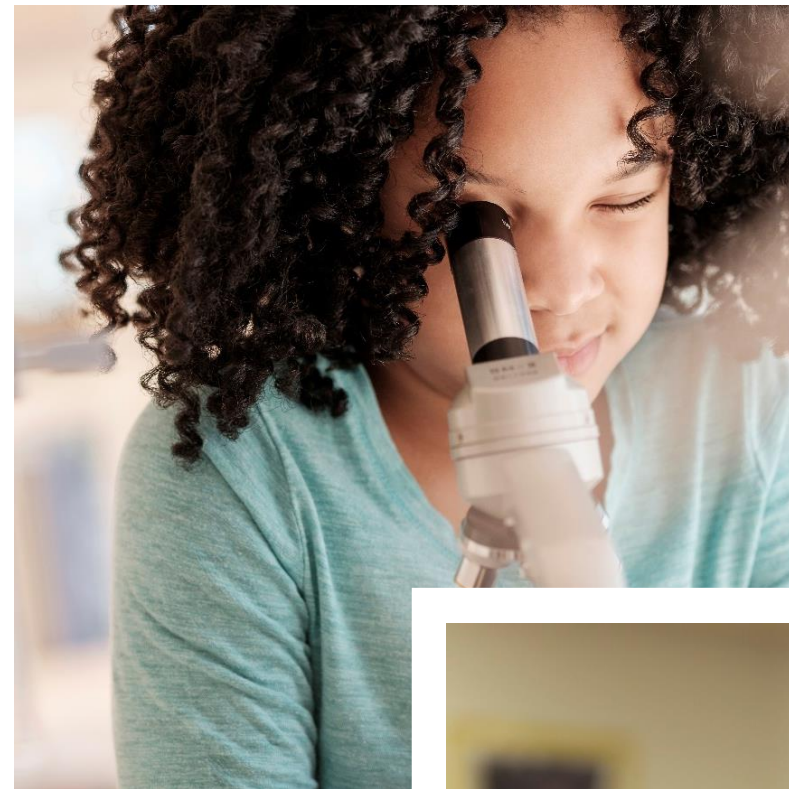
Outcome-Template for Action Plan



Facilitated by an expert



Exchange ideas among middle/ high  
school educators & students







## OUR PROCESS

Week 1:  
Introduction &  
Define Problem

Week 2:  
Persona & Journey  
Maps

Week 3:  
Service Design &  
Action Plans  
(SURVEY)





## OUR EXPERT: DR. J. COLEMAN

DR. J. COLEMAN HOLDS PROFESSIONAL CERTIFICATIONS IN **USER EXPERIENCE (UX) DESIGN THINKING** AND PROJECT MANAGEMENT. ADDITIONALLY, HE ADVISES FELLOW EXECUTIVES ABOUT STRATEGIC MANAGEMENT AND SOLUTION ARCHITECTURE.

DR. COLEMAN EARNED HIS DOCTORATE IN ENGINEERING MANAGEMENT. HE WILL BE LEADING OUR BEST PRACTICES DISCUSSIONS USING THE DESIGN THINKING PROCESS.



A person wearing a white lab coat is shown from the chest down, holding a clipboard and writing with a pen. The background is dark and out of focus. The text "WEEK 1 OVERVIEW" is overlaid in the center in a white, sans-serif font.

# WEEK 1 OVERVIEW



# TOOLS OF THE TRADE & DEFINING THE PROBLEM

- **MONDAY, JULY 27, 2020**

- 4:30 – 4:50 PM  
INTRODUCTION AND OVERVIEW OF DESIGN THINKING PROCESS
- 4:50 – 5:00 PM  
EXPLANATION OF THE EXERCISE
- 5:00 – 5:20 PM  
ROUND-ROBIN BRAINSTORMING
- 5:20 – 5:30  
POLL & WRAP UP!  
HOMEWORK (TOOL: [MURAL](#))

- **WEDNESDAY, JULY 29, 2020**

- 4:30 – 4:45 PM  
EXPLAIN THE "PROBLEM STATEMENT" EXERCISE
- 4:45 – 5:15 PM  
DEVELOP A PROBLEM STATEMENT (BREAKOUT)
- 5:15 – 5:30 PM  
SHARE & HOMEWORK (VIDEO: [PERSONA](#))



A woman with short dark hair, wearing a dark top, is pointing with her right hand towards a whiteboard. The whiteboard is covered with handwritten French words in boxes, including 'grand-mère', 'mère', 'père', 'ma mère', 'grand-père', and 'ma grand-mère'. The text 'WEEK 2 OVERVIEW' is overlaid in the center in white capital letters.

## WEEK 2 OVERVIEW



# PERSONA & JOURNEY MAPPING

- **MONDAY, AUGUST 3, 2020**

- 4:30 – 4:45 PM  
DESCRIBE STUDENT PERSONAS
- 4:45 – 5:15 PM  
BREAKOUT: COMPLETE 3 PERSONAS
- 5:15 – 5:30 PM  
WRAP UP & HOMEWORK  
(VIDEO ON [JOURNEY MAP](#))

- **WEDNESDAY, AUGUST 6, 2020**

- 4:30 – 4:45 PM  
DESCRIBE JOURNEY MAP
- 4:45 – 5:15 PM  
BREAKOUT: COMPLETE JOURNEY MAP
- 5:15 – 5:30 PM  
WRAP UP & HOMEWORK  
(VIDEO ON [SERVICE DESIGN](#))





# WEEK 3 OVERVIEW



# SERVICE DESIGN & ACTION PLANS?

- **MONDAY, AUGUST 10, 2020**

- 4:30 – 4:45 PM  
INTRODUCTION TO SERVICE DESIGN
- 4:45 – 5:15 PM  
BREAKOUT: DEVELOP SERVICE DESIGN
- 5:15 – 5:30 PM  
WRAP UP & HOMEWORK  
(VIDEO ON ACTION PLANS)

- **WEDNESDAY, AUGUST 12, 2020**

- 4:30 – 4:55 PM  
INTRODUCTION TO ACTION PLANS
- 4:45 – 5:15 PM  
DEVELOP ACTION PLANS
- 5:15 – 5:30 PM  
WRAP UP & SURVEY  
(TAILOR ACTION PLAN FOR YOU ON MURAL)





## NEXT STEPS & TAKE AWAY

SGAP LEADERS  
STUDENT GLOBAL AMBASSADOR PROGRAM  
[MJ@SGAPLEADERS.ORG](mailto:MJ@SGAPLEADERS.ORG)