



Mahidol University
Institute for Innovative Learning

DESIGN THINKING

MUADP Level 1

27 March 2024

Prince Mahidol Convention Centre.

OUR TEAM



Pacharapan Siriwat,
(PhD in Education)
patcharapan.sir@mahidol.edu



Suthiporn Sajjanroj,
(PhD in Education)
suthiporn.saj@mahidol.edu

AGENDA

01

Design thinking
in Practice

Examples of design
thinking in Education

02

What is
design thinking?

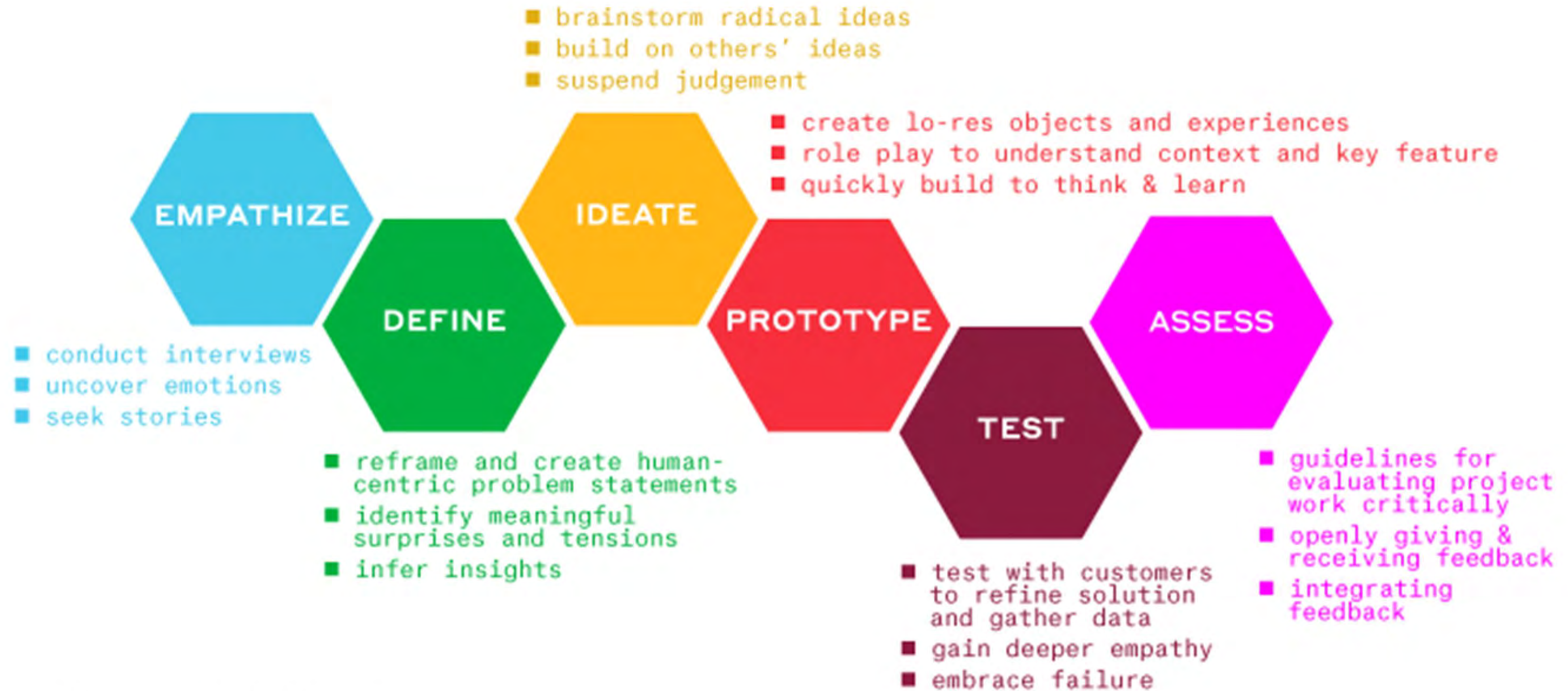
Design thinking in
theory

03

Focus on
Empathy

Create empathy
map

Design Thinking Process Diagram*





Applying Design Thinking in Education

School Improvement

Inquiry Learning

Practitioner Inquiry

Learning Design

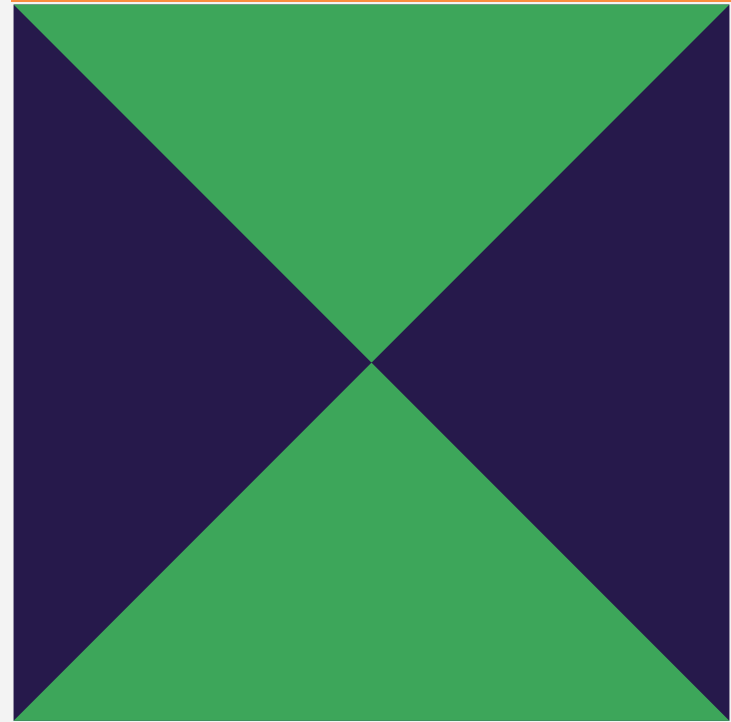
School Improvement

- Approach to solve school issues
- Require involvement of all stakeholders for continuous development



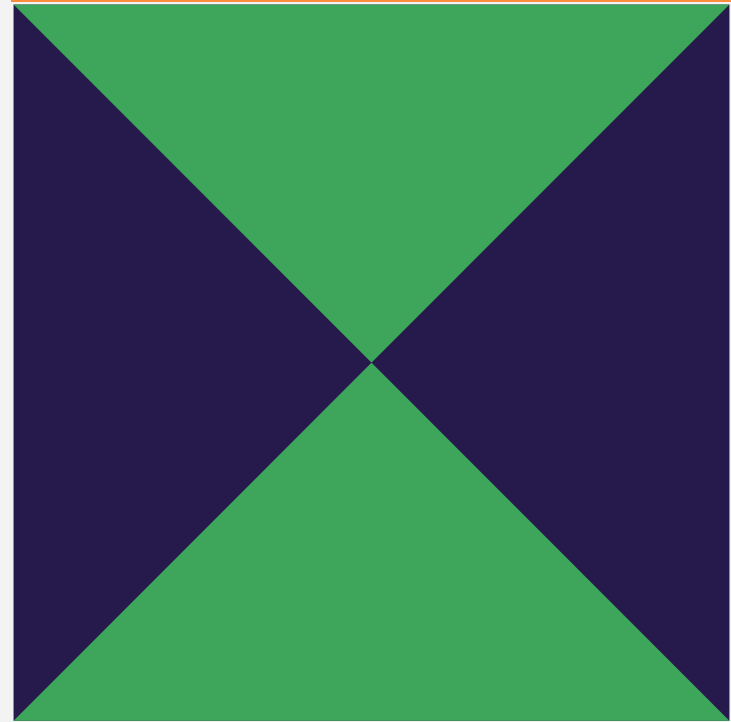
Inquiry Learning

- Scaffolding an inquiry process of students
- Developing an ability to empathize and collaborative working skills in students
- Increasing opportunities for students to critique, and provide feedback



Practitioner Inquiry

- Teachers/practitioners explore problem areas within their own practices
- Teachers/practitioners work through the process to learn and solve the problems
- Encourage collaborative working

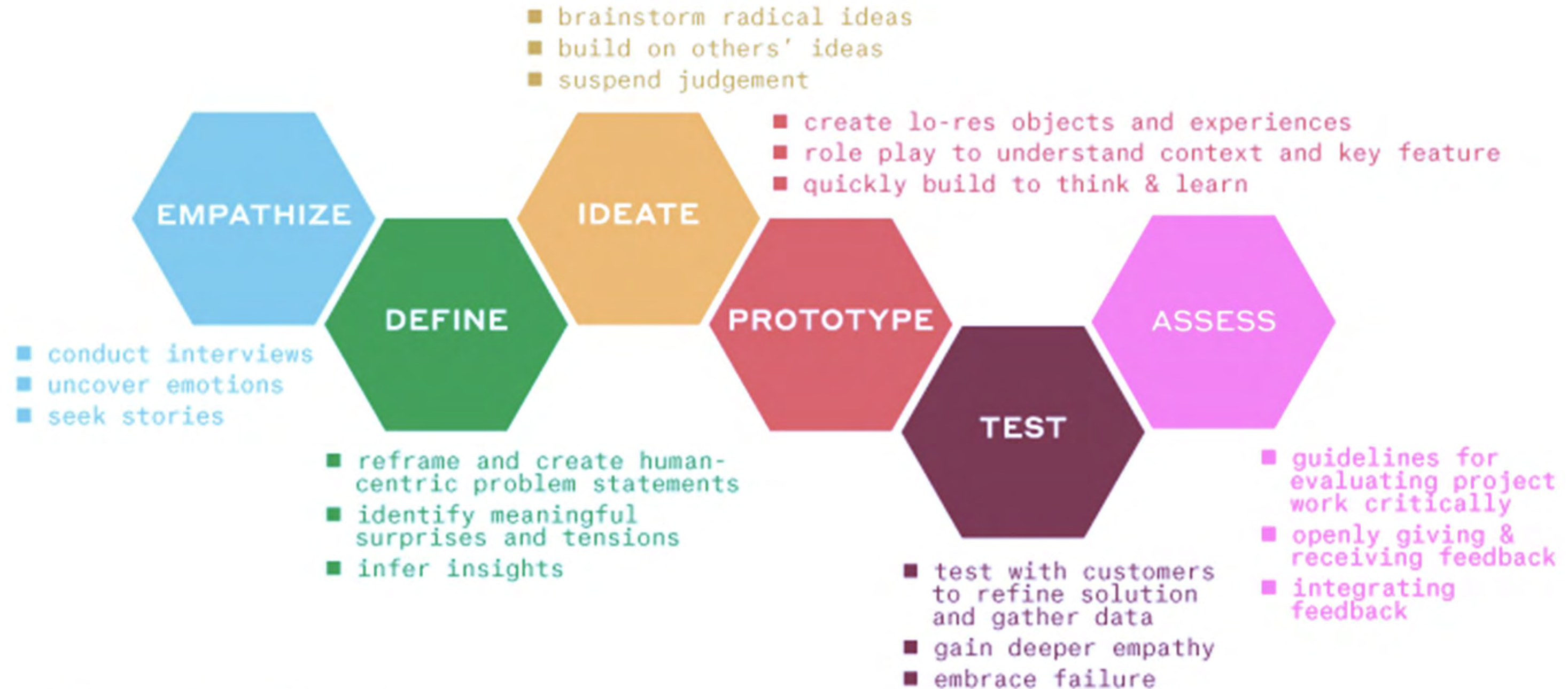


Learning Design

- Approach to plan unit of learning and curriculum
- Opportunities for teachers to understand students and identifies key priorities



Design Thinking Process Diagram*



d.school Executive Education

Hasso Plattner Institute of Design at Stanford University

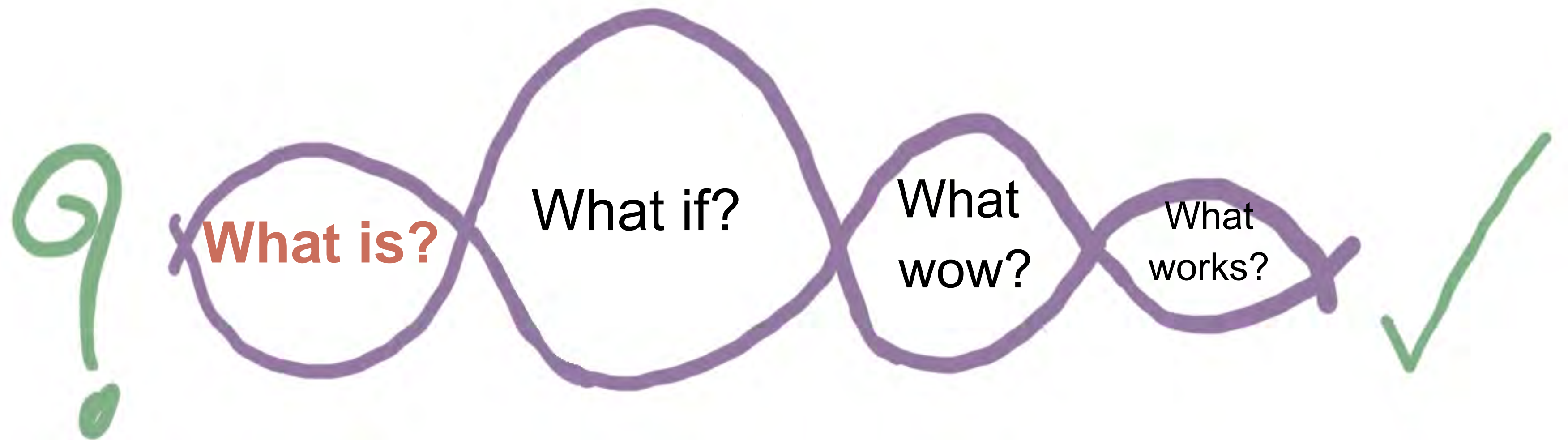
*not necessarily linear, apply as needed ©2019

BLACK BOX!



(Liedtka & Ogilvie, 2011)

What is?



(Liedtka & Ogilvie, 2011)

BLACK BOX

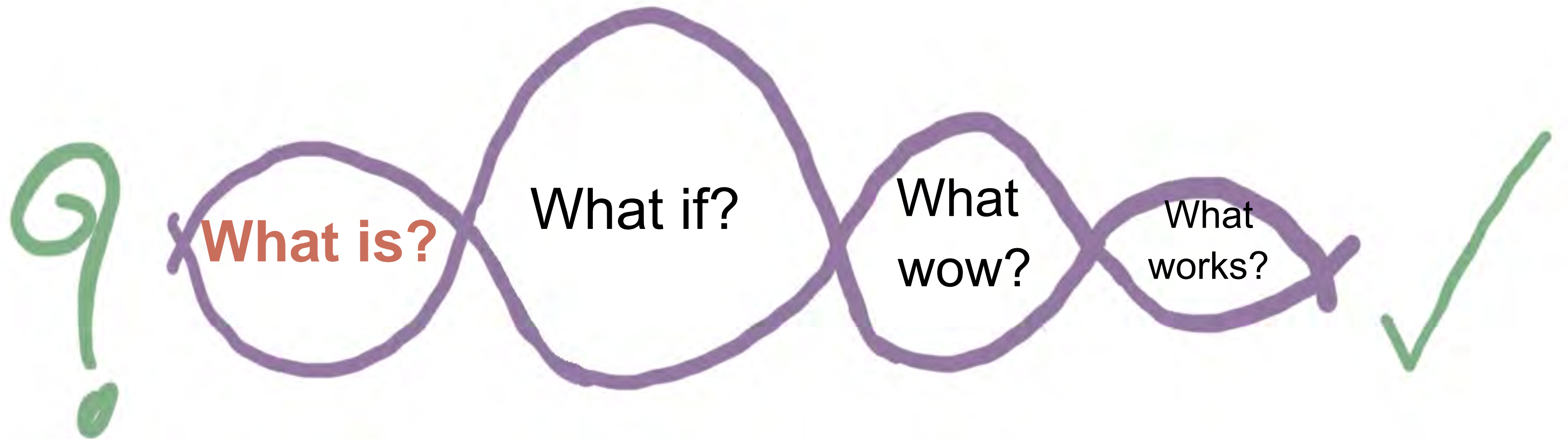


What is the most effective way to teach online?

What are students' learning styles?

Which tools should be used?

What is?



EMPATHY:

i feel
your
pain.



SYMPATHY:

i'm SORRY
that you're
in pain.



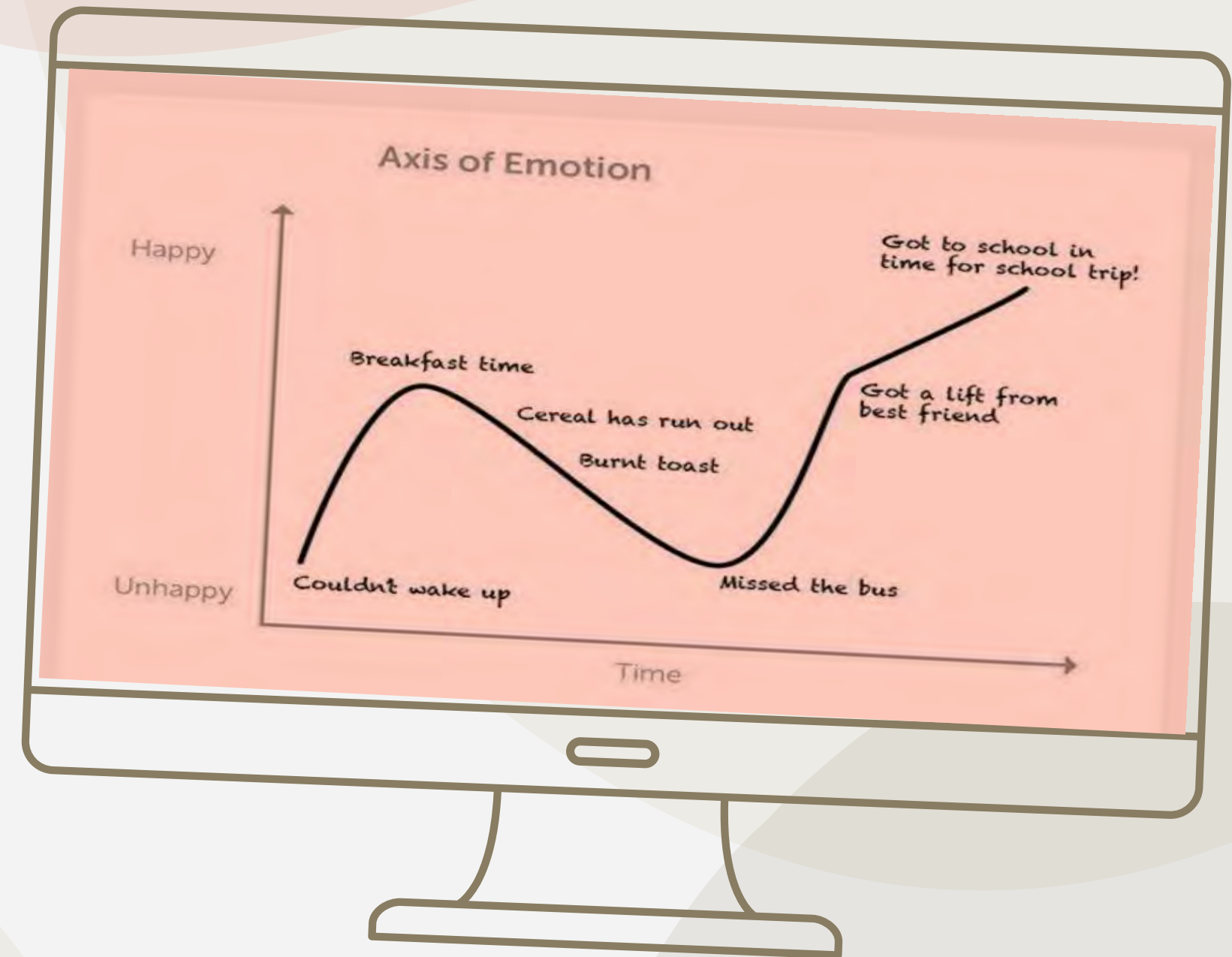
@gapingvoid

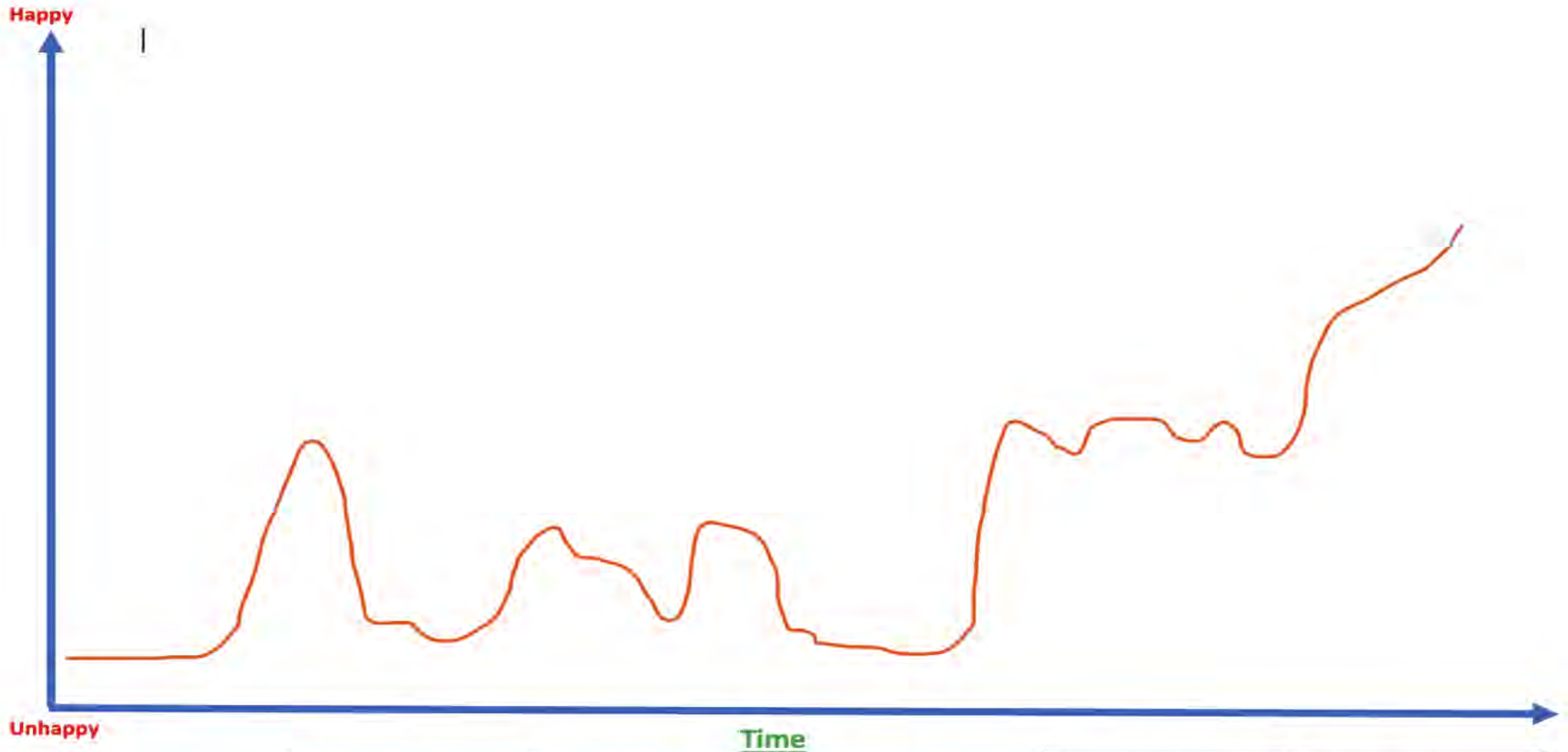
AXIS OF EMOTION

An example to portray an emotional state of people.

We may plot the emotional journey of a character in any time frame e.g., one day, one week, etc.

Plot time along the X axis and the level of happiness along the Y axis.





Nervous when see the syllabus and schedule

First week → nervous decreases a little, Zoom makes better
 Second week → down again b/c of technical words, happy gone

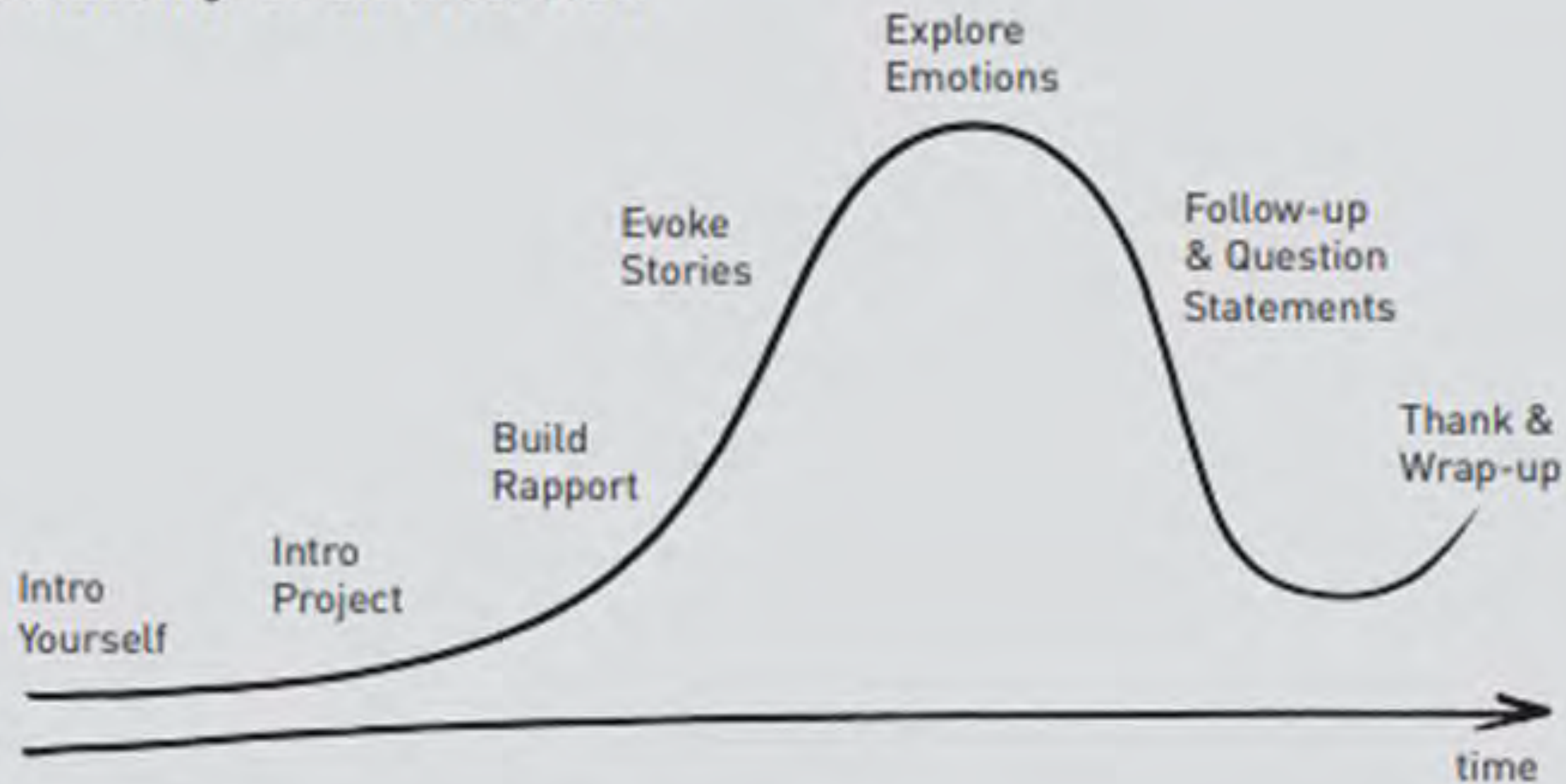
Do not get answered by Ajarns → feeling so-so in the class
 If not get answers → feel sad → not stable

Lot of work → prepare to understand paper → so hard & difficult till midnight → not clear → deadlines (try to finish everything)

Happy but not sure about the grade after assignments.
 Group work in class face to face is better (stress decrease)

Enjoy the first semester, the last class was memorable and satisfied

Anatomy of an interview



Adapted from Michael Barry

“Question Ladder”



	Did	Is	Can	Will	Would	Might
Who	Who did	Who is	Who can	Who will	Who would	Who might
What	What did	What is	What can	What will	What would	What might
Where	Where did	Where is	Where can	Where will	Where would	Where might
When	When did	When is	When can	When will	When would	When might
Why	Why did	Why is	Why can	Why will	Why would	Why might
How	How did	How is	How can	How will	How would	How might

Interview Tips

- Don't suggest answers to your questions
- Don't be afraid of silence
- Look for inconsistencies
- Be aware of nonverbal cues (e.g., body language, sighs, eye contact, etc.)
- Stay on the same path of question (go deeper)
- Be an empathic listener





Empathy Interview

How you encourage people to disclose their life stories that helps uncover their needs?

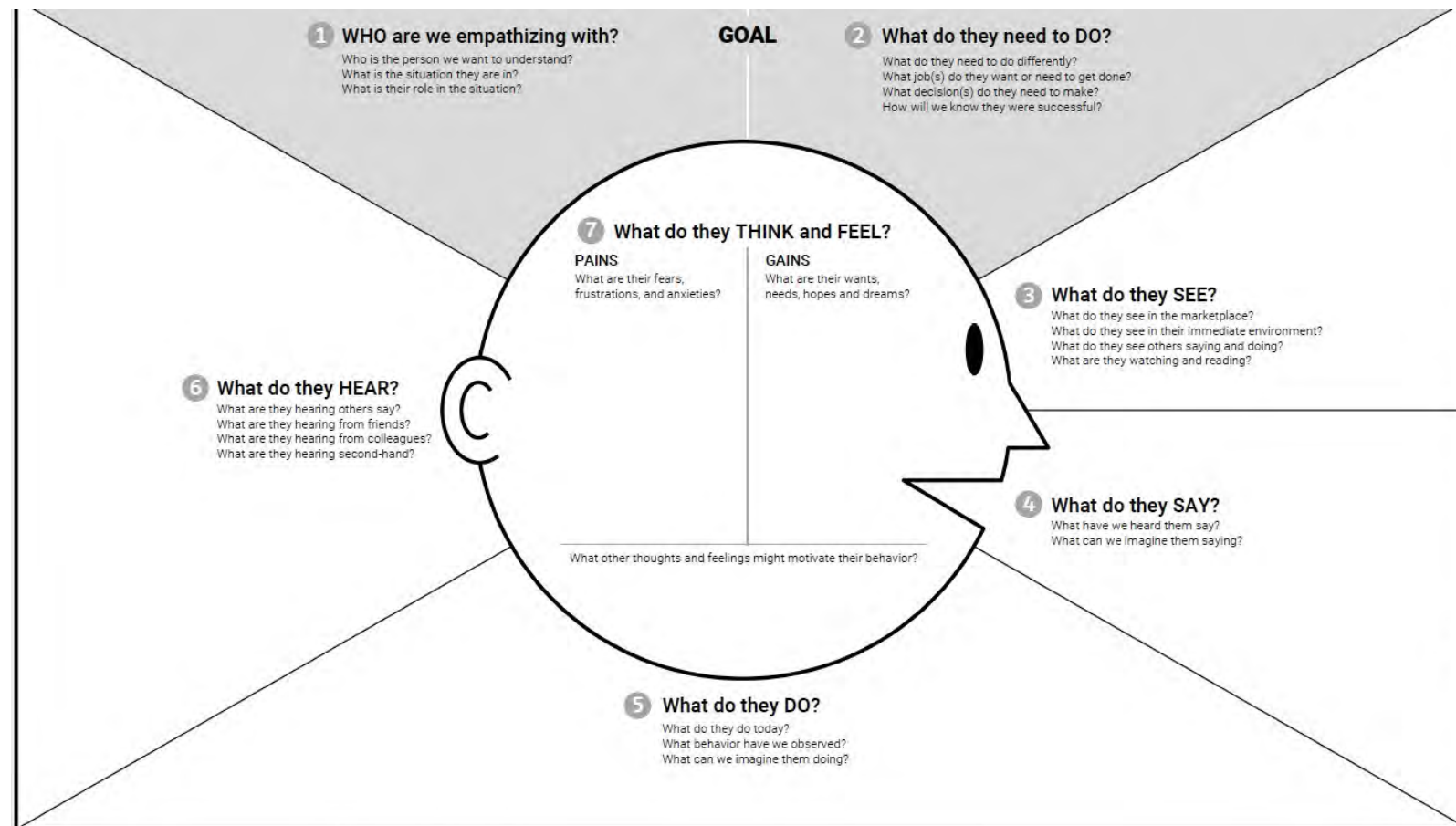
MU-ADP Level 1: Design Thinking

Empathy Interview

- More like a conversation, not Q&A
- Looks for "the stories", not right/wrong or yes/no answer
- Gestures, tones of voice, facial expressions are also included



What is an Empathy Map?



A visualized tool that help you capture feelings and behavior as well as directing you to disclose "insight" of individual person.

1 WHO are we empathizing with?

Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?

GOAL

2 What do they need to DO?

What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?

7 What do they THINK and FEEL?

PAINS

What are their fears, frustrations, and anxieties?

GAINS

What are their wants, needs, hopes and dreams?

3 What do they SEE?

What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?

6 What do they HEAR?

What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

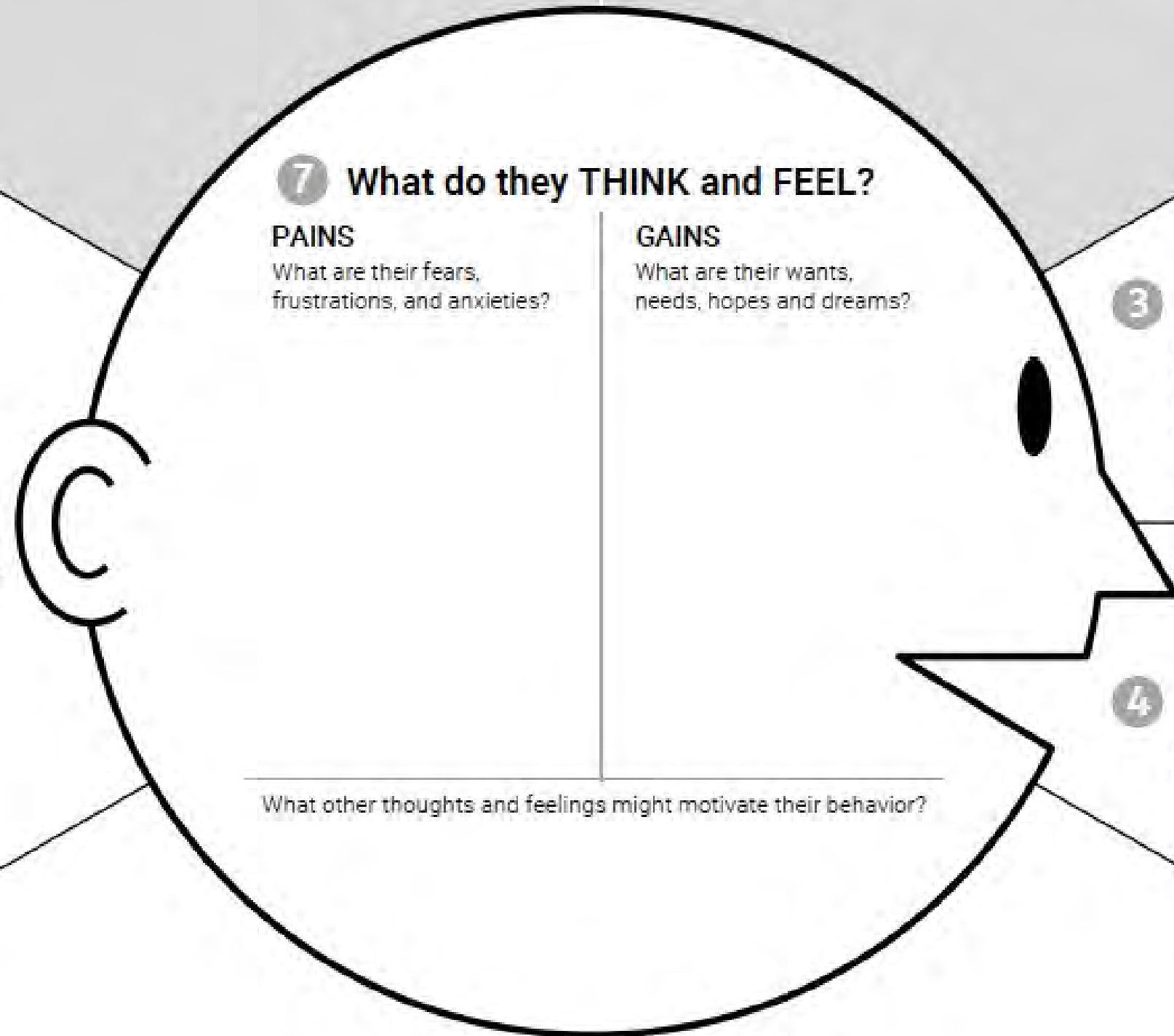
4 What do they SAY?

What have we heard them say?
What can we imagine them saying?

What other thoughts and feelings might motivate their behavior?

5 What do they DO?

What do they do today?
What behavior have we observed?
What can we imagine them doing?



Examples of Empathy Map

Empathy Map Canvas

Designed for:

Designed by:

Date:

Version:



