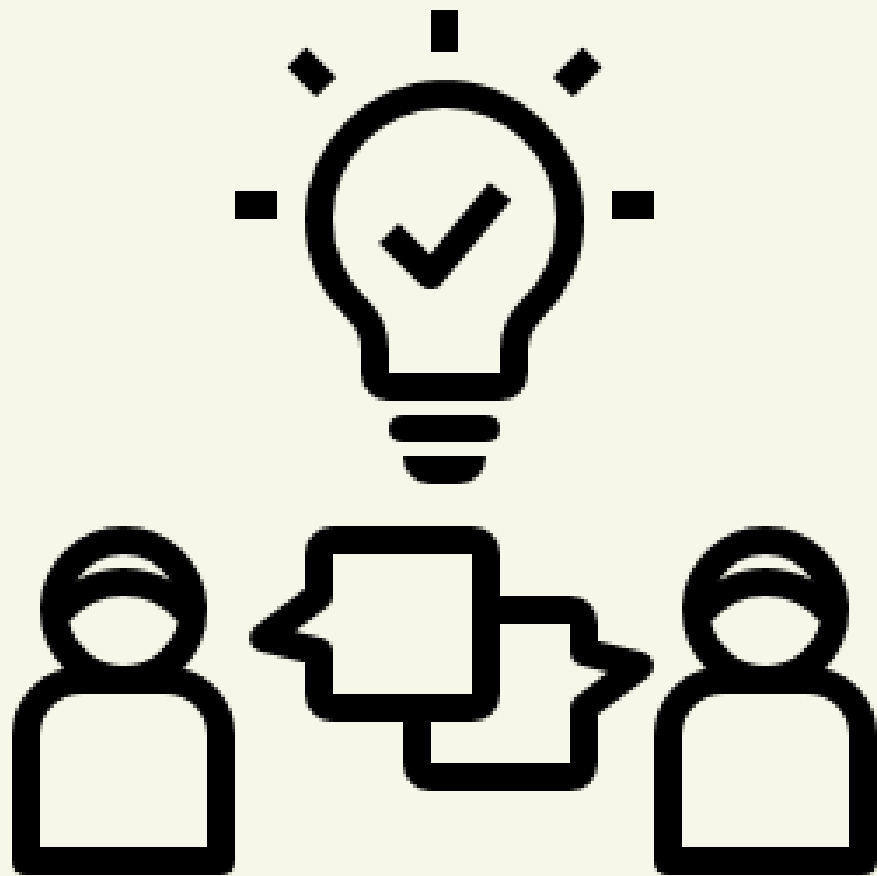


Understanding THE LEARNERS



Service Design

using your research question to better understand your learners





Service Design places the user at the heart of designing services.

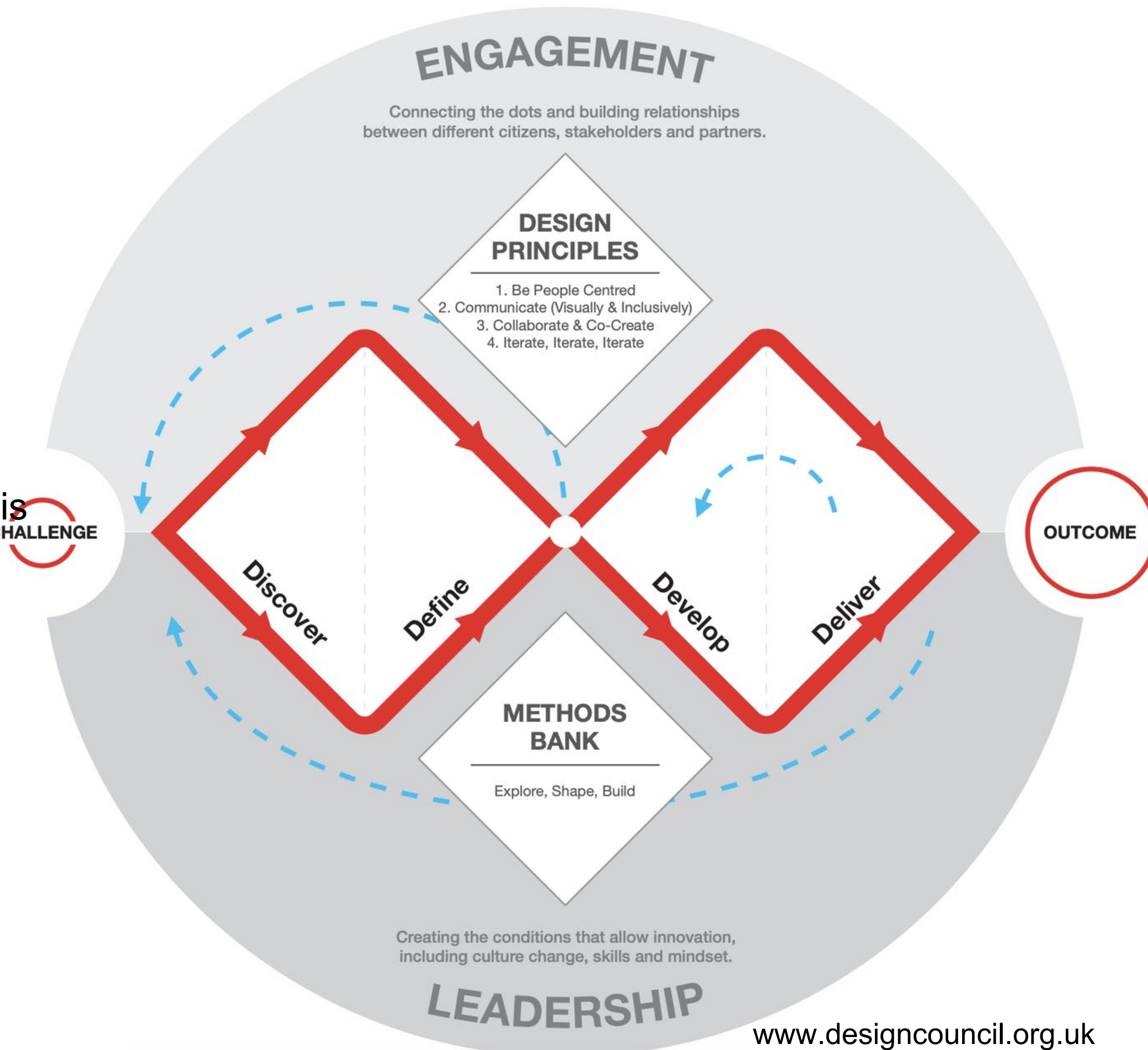
It always begins with a challenge and delivers an outcome.

No voices are more important than others.

Everyone's lived experience is valuable to the process.

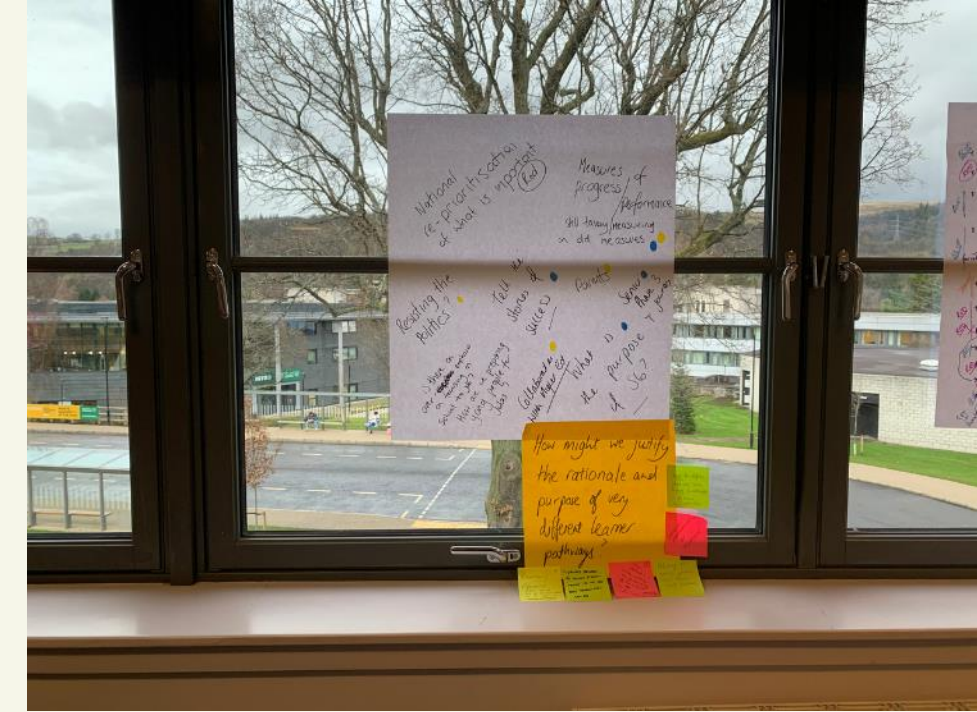
‘the only true wisdom is in knowing you know nothing’

Socrates





1. Brainstorming



WHAT YOU WILL NEED:

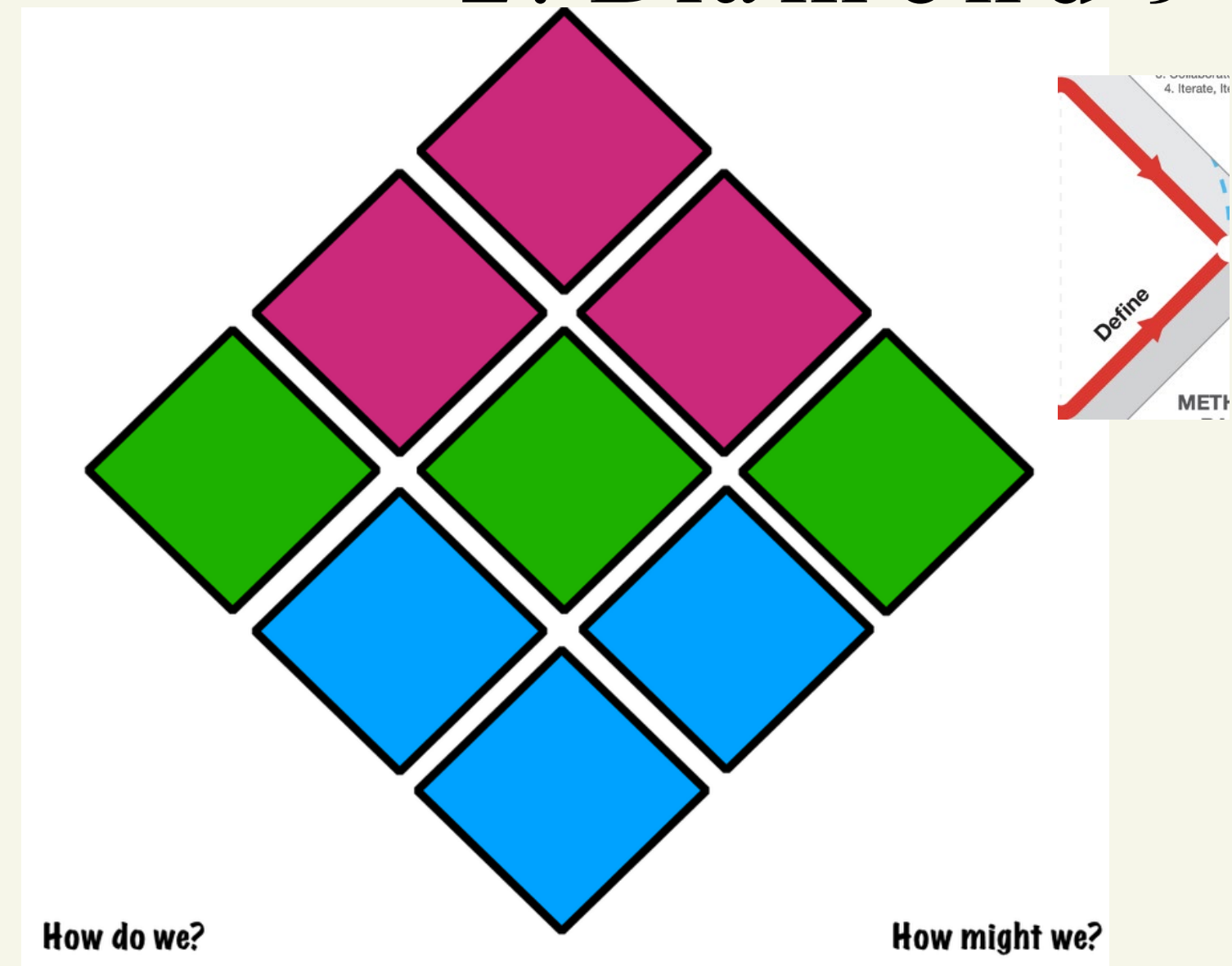
- Sharpies
- Post-its

ONE APPROACH:

- Bring together a stakeholder group
- Present the broad research question and ask people to write thoughts, feelings, questions on post-its, for example, 'How do we
- Ask the group(s) to begin to categorise and distill all the ideas into 9 main points
- Rank these points as 3 high priority, 3 medium priority, 3 low priority

These priorities then let you dig a bit deeper into the research question

2. Diamond 9



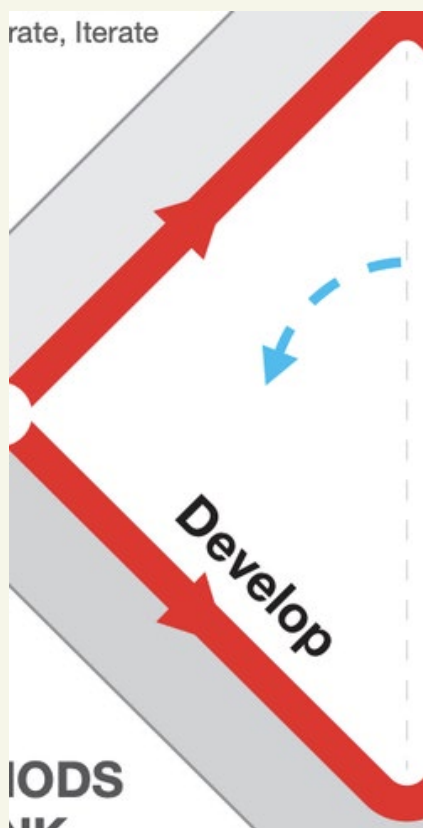


Better to IDL than to idle?

What are the benefits of IDL?

Have a broad brainstorming discussion on this and try to distill thoughts, questions, ideas into the Diamond 9)





3. Lotus Blossom



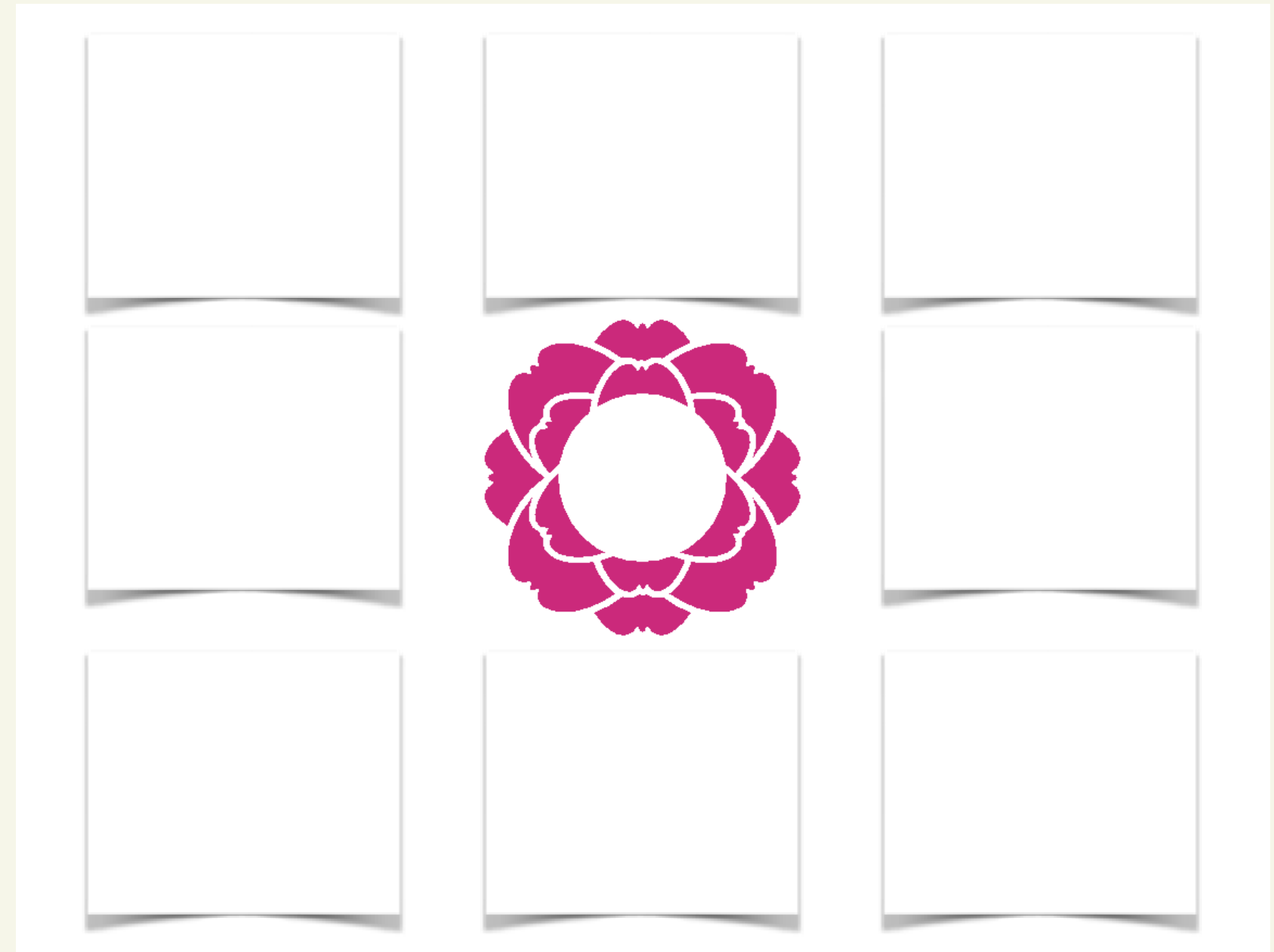
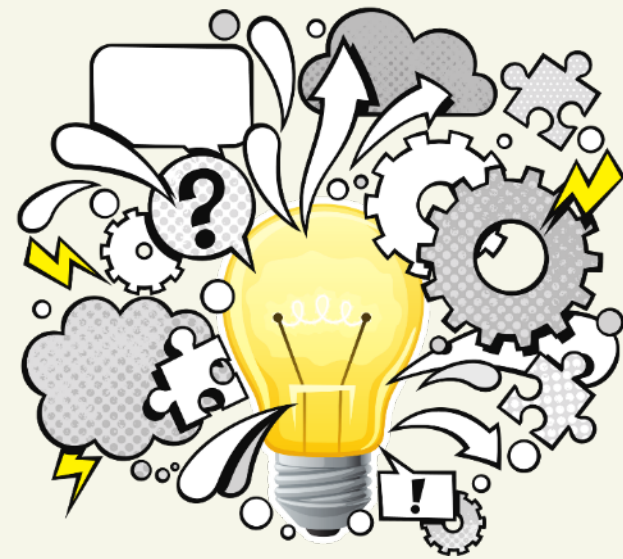
This approach is based on Phil Delalande's Lotus Blossom and is described here by the Service Design Academy at Dundee and Angus College: <http://bit.ly/LotusSDA>

WHAT YOU WILL NEED:

- Sharpies
- Post-its

ONE APPROACH:

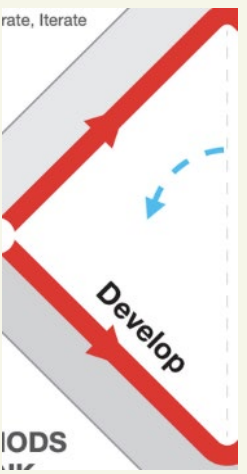
- Bring together a stakeholder group
- Take one of the top 3 priorities from your Brainstorming/Diamond 9 and place it in the centre of your Lotus Blossom
- Ask the group(s) to suggest ways this could be done, or solutions to this challenge, as the petals of the lotus blossom



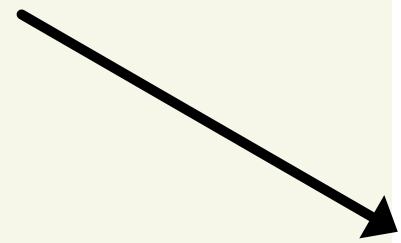
These suggestions should help you identify actions you could take forward and you might want to vote on which ones are the best to action in a short, medium and longer timescale



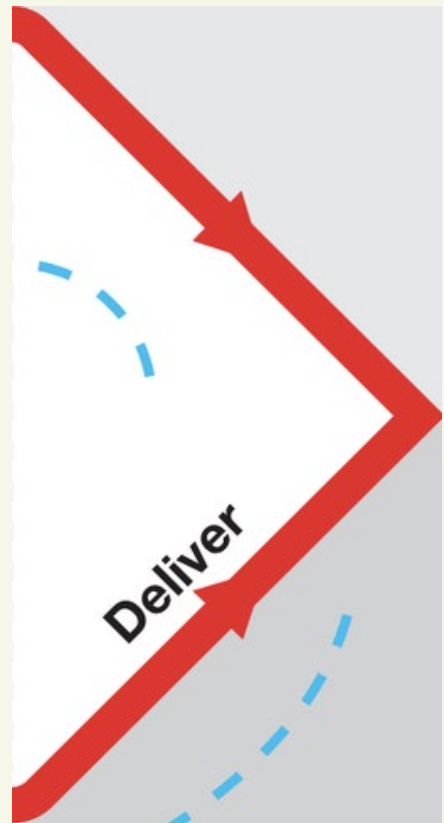
You would use one of the three priorities from the first task to ideate solutions, but to have a go at this, you could try 'Play Pedagogy' and look at solutions for increasing this approach with a particular group of learners



Ideas to increase approaches to play pedagogy



4. Planning Pizza



SERVICE DESIGN ACADEMY
sda.ac.uk

Planning Pizza

What are your time considerations?

What would make this process the best ever?

What can you do now?

Who can help?

What are the barriers?

How do you know when it's successful?

What do you need access to?

Who do you need involved?

©D&A College 2020.



Brainstorming

Lotus
Blossom



Diamond 9

Planning
Pizza

Could you use any of these tools for
curriculum making?

Get in touch:

curriculuminnovation@educationscotland.gov.scot