Human Centered Program Design

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Observation

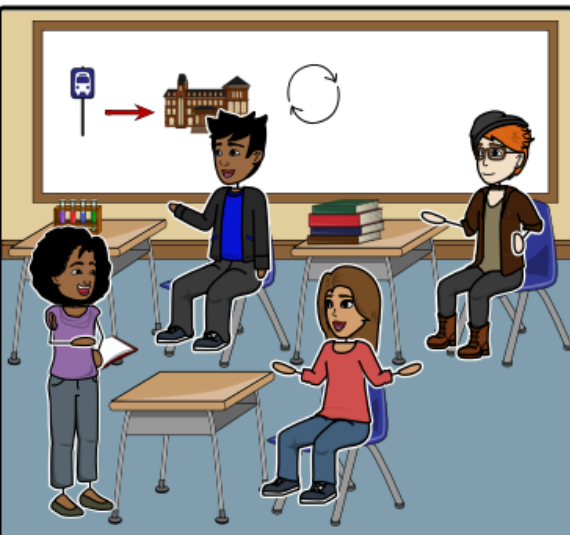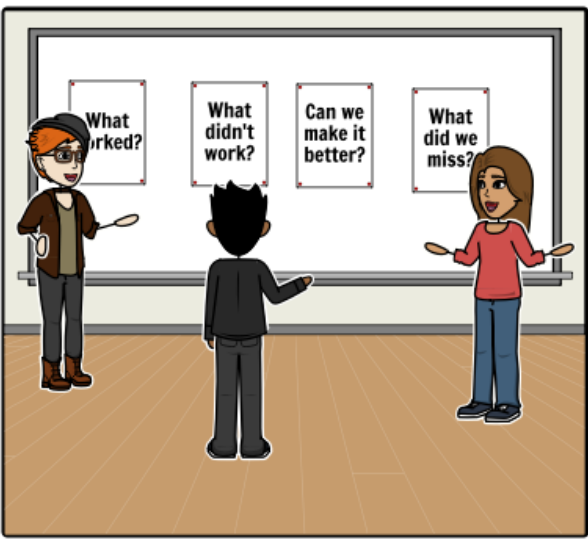The goal here is to understand your customer (16-24 yr. old out-of-school youth). Identify patterns of behavior, barriers to success, places/situations/systemic issues that make it difficult for them to complete a program/activity.

Ideation

With a team that includes providers and the youth you are serving, brainstorm ideas/solutions to address the observations made. Come up with as many ideas as you can! The group will eventually come up with the right solution!

Rapid Prototyping

Quickly develop a simple activity/project to test the solution you came up with in ideation. This will not be the final version. Take this opportunity to test the preliminary model as quickly as possible with youth.

User Feedback

What worked? What didn't work? Can we make it better? What did we miss?

After trying the activity with the youth, get their honest feedback. What worked? What didn't work? How can we make it better? Did we miss anything? Get feedback from providers also.

Iteration

Take 2!

Use that feedback to make necessary changes in the design of the activity/project. Keep testing and using feedback until you have fine tuned the solution. This may take a few rounds! When you have found the solution, move to implementation.

Implementation

It worked! Let's tell the Cohort Team!

You have found what works! Now share your idea, activity/program model with the world!

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