SOUTH ATLANTA PROBLEM SOLVING AND DESIGN THINKING PROCESS

Phase	Definition	Driving Question(s)	Aligned Competencies and Subjects
Ask	The phase in which a problem is identified and defined.	- What is the problem? - Why is this a problem worth solving? - For whom is this a problem? OR - What are you trying to improve? - Why is it worth improving? - Who will benefit from this improvement?	● Problem Solving ● Authentic Inquiry ● Self-Awareness
Feel	The phase in which the problem solver empathizes with the end user and/or recipient of the solution in an attempt to understand the problem from their perspective.	- What are the users' needs and insights? - What is the root cause of the problem (user perspective)? - How have others attempted to solve or improve the problem in the past? Why have those efforts not worked for the user? - Is the problem you initially identified still the problem?	● Self-Awareness ● Authentic Inquiry ● Social Awareness ● Problem Solving ● Empathy ● Cultural Agility ● Effective Communication
Ideate	The phase in which possible solutions are imagined.	- What are possible solutions that will meet the needs of the end user?	● Creativity and Innovation
Plan	The phase in which the best solution is selected and a plan is devised to create the solution.	- Which solution best meets the needs of the end user/intended audience? - Are there any parameters or guidelines that must be followed?	● Effective Collaboration ● Engaging Communication ● Problem Solving
Create	The phase in which the prototype is built or the solution is crafted.	- How can team member strengths be leveraged to bring about the result?	● Effective Collaboration ● Engaging Communication ● Problem Solving ● Agility ● Motivation

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Test	The phase in which the prototype/solution is tested with an audience or focus group.	- Is the test group representative of the intended end user or audience? - What quantitative or qualitative data should be collected from the test? - How will you gather feedback from the user/intended audience?	● Motivation
Improve	The phase in which the prototype/solution is made better based on test data and feedback.	- How will you analyze data collected during the test? - How will you apply the data and feedback gathered?	● Problem Solving ● Empathy ● Cultural Agility ● Motivation
Share	The phase in which a prototype is shared for use or consumption.	- How will you communicate your solution in the best way to the intended audience?	● Engaging Communication