



# DESIGN THINKING FOR LEADERS



## Program Summary

This one-day Masterclass is for Leaders who want to design an employee experience that keeps their people engaged & working at their best. HR cannot do all the heavy lifting when it comes to providing an excellent employee experience.



## Program Objectives

- Practical activity to demonstrate the 5 phases of the Design Thinking Model.
- Shift mindsets away from relying on centrally distributed HR programs.
- Understand the value of placing employees at the centre of operational planning.
- Analyse and discuss design thinking and implications across the Leadership context.
- Create solutions to common problems such as employee engagement, and attracting and retaining talent.
- Map the Employment Lifecycle from the employee's point of view to improve all employee experiences.
- Reduce risk and accelerate learning through rapid testing and feedback loops.
- Problem-find and reframe problems in a way that enables Leaders to develop a culture of innovation.
- Map the employee journey to identify touchpoints and needs and redesign the employee experience.

## PARTICIPANTS

- Managers
- Directors
- Key Influences
- Project Managers
- HR Teams

## LENGTH

One Day

## TOPICS

- Employee Experience
- Design Thinking
- Journey Mapping
- Empathy Mapping
- Innovating

