

# Think Like a Designer

By Annie Tillmann Digital Learning Specialist Adult Services

# What will we be covering?

- What is Design Thinking?
- Design Process
- Design Brief
- Design Principles
- Resources
- Exercise
- Questions?

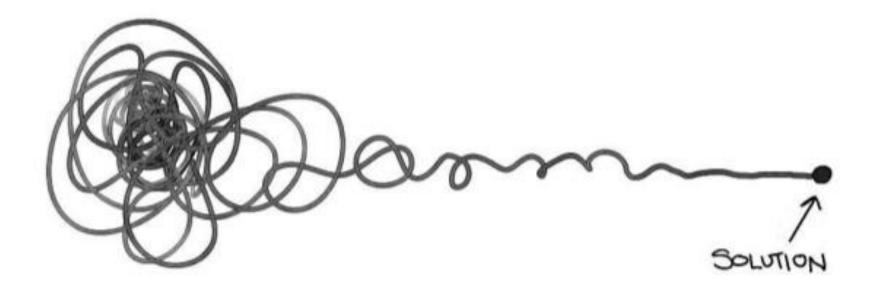


- Design Thinking is an approach and a mindset that can help you solve challenges
- Can be used in different contexts

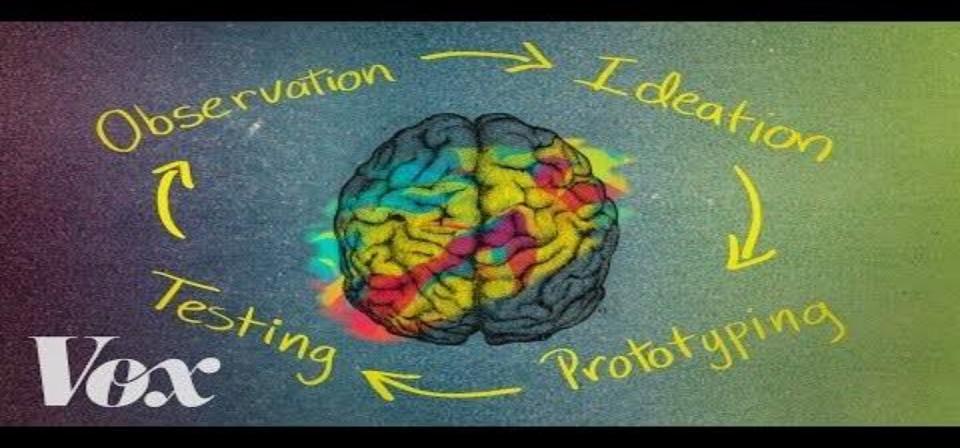




### What is Design Thinking?



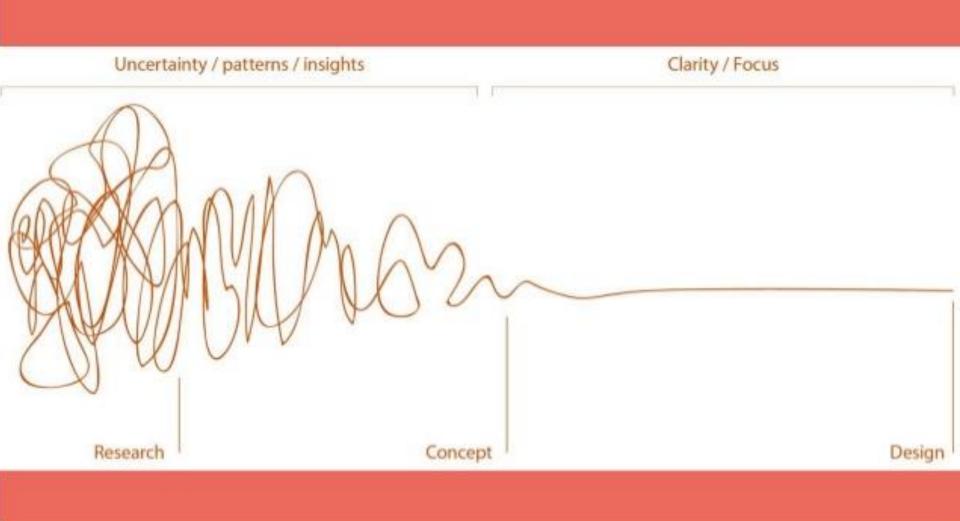




https://youtu.be/wOrmr5kT-48

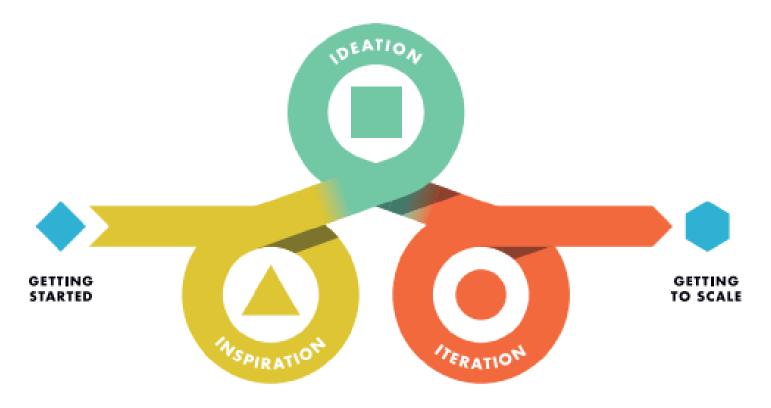




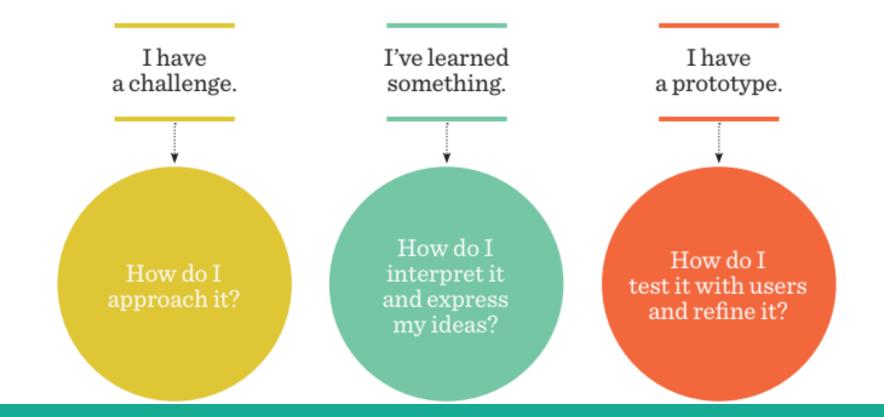




### THE DESIGN THINKING PROCESS









### The Approach is...

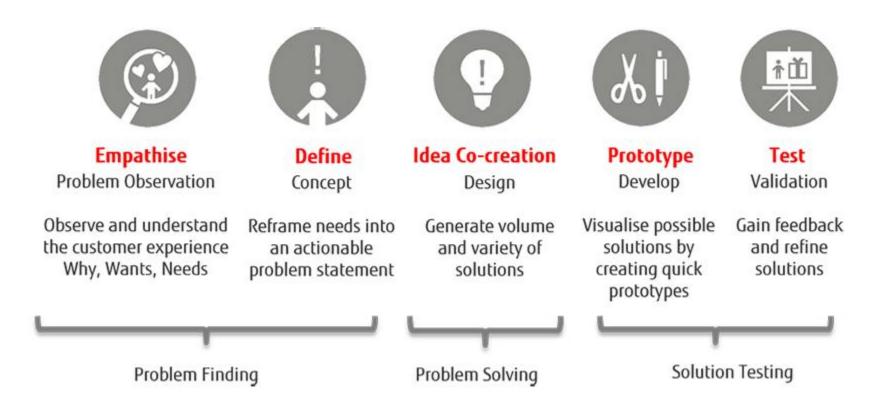
- User-centered
- Based on learning by doing
- Experimental

The Mindset is...

Freshly naïve
Creatively confident
optimistic

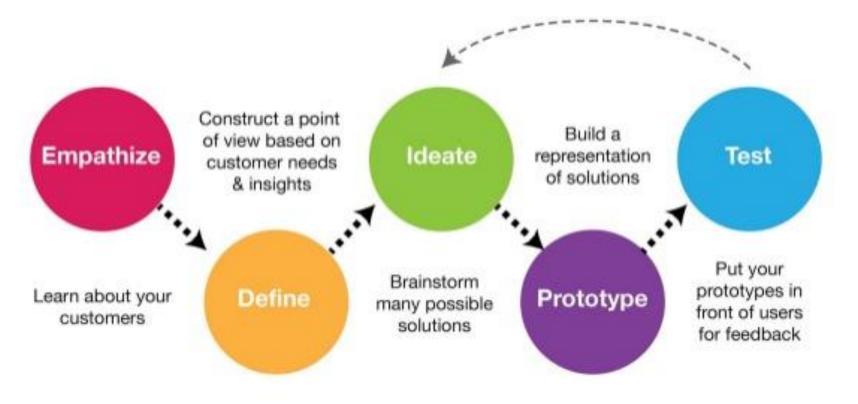


# Creative Problem solving





# Creative Problem solving



http://www.effectiveui.com/blog/wp-content/uploads/2014/08/ux-design-process.jpg







### INSPIRATION

is about framing a design challenge and discovering new perspectives on the opportunity.

### **IDEATION**

is about generating ideas and making them tangible.

### ITERATION

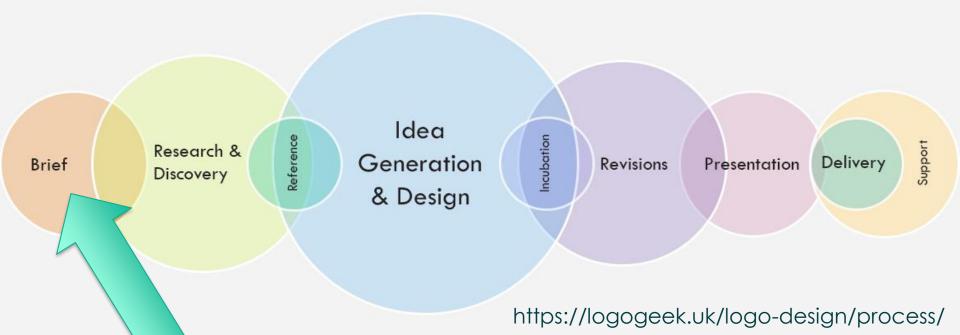
is about continual experimentation based on user feedback.





### **INSPIRATION**





# The Brief



# Define Your Challenge

• To define your challenge, identify a user group and a problem that needs to be solved.

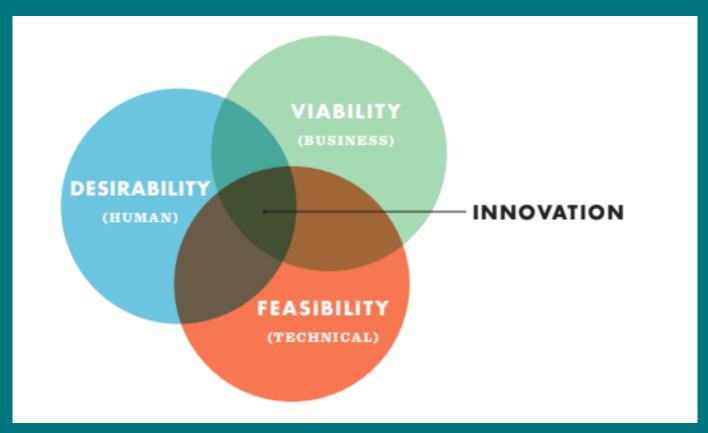


User group

User need/problem

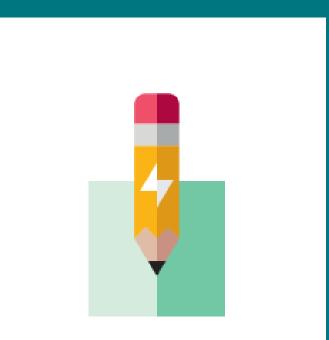


# HOW MIGHT WE





Ś



### **IDEATION**



### 9 STEPS TO CREATING A KILLER BRIEF FOR YOUR GRAPHIC DESIGNER

### 1// INTRO

Describe your business in 1 short paragraph. What is your 'elevator story'?

### 2 // FEELINGS

What feelings do you want your brand to evoke?

### 3 // LOOK + FEEL What aesthetic are your looking for?

### 4 // BRAND POSITION Are you a Target or Chanel?

5 // LIKES + DISLIKES What brand do you like and dislike? Why?

### 6 // COMPETITORS Who are your closest cor

Who are your closest competitors? What makes your different, unique?

### 7 // NEEDS

What exactly do you need at the end of the project?

### 8 // BUDGET

How much \$ have you allocated for the project?

### 9 // TIMELINE

When do you need the project to be completed?

BUTTERCUPINK BRANDING + GRAPHIC DESIGN

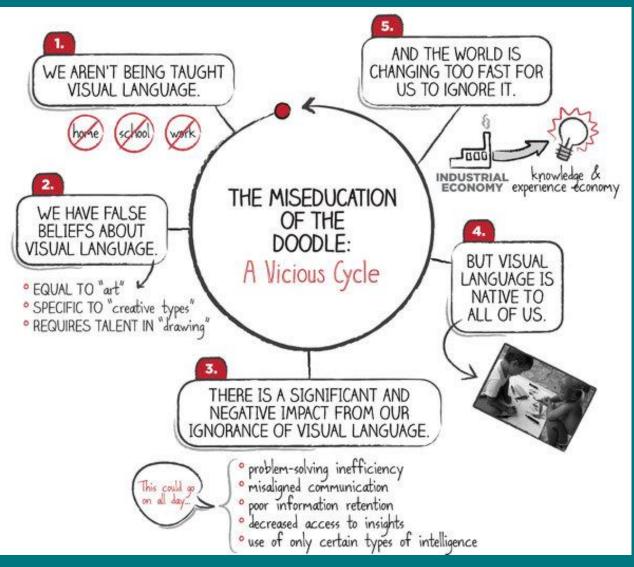


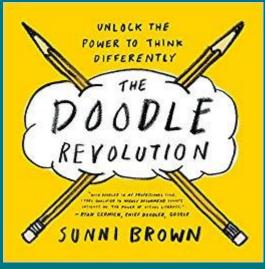
www.buttercupink.com

Background	<ul> <li>Why you are doing this. (It may seem obvious, but it helps to put it down on paper). This is the business background, what the company is, what the business goals are, competitive environment, opportunities spotted in the marketplace etc. Write it simply and clearly - as if to a ten year old</li> </ul>
Objective	<ul> <li>What this particular piece of promotional material should achieve</li> </ul>
Target Audience	<ul> <li>Define them as people, not just job title. Their age, background, what their daily concerns are.</li> </ul>
Promise	<ul> <li>What you are offering them in a single sentence. (This is not a description of your product or service, it's how it will benefit the reader)</li> </ul>
Support for your promise	<ul> <li>The features and details of your product or service which backs up the main benefit in your promise. This can be as long as you like – the more information the better.</li> </ul>
Key Message	<ul> <li>What the reader should think, feel and DO as a result of reading this.</li> </ul>
Timing & Perameters	<ul> <li>What format, size etc it is, and when it's required.</li> </ul>



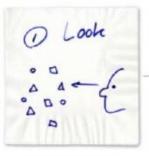
# The Doodle Revolution



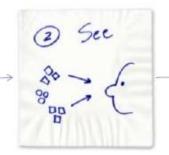


### The Back of the Napkin

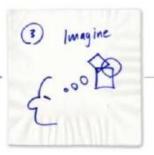
### The 4 steps of visual thinking:



What is out there? What am I looking at? What are the limits? Which way is up?



What do I see? Have I seen this before? What patterns emerge? What stands out? What seems to be missing?



How can I manipulate these patterns?

Can I fill in the gaps?

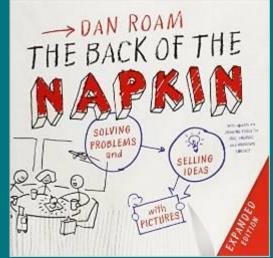
Have I seen enough – or do I need to go back and look at more?



This is what I saw, and this is what I think it means.

Is this what I expected... or not?

When you look at this, do you see the same things?



DOE C Deer Rovers, wit rights reserved







# MAKING IT VISUAL



### **ITERATION**



# Our brain processes visuals 60,000x faster than text

- 90% of information transmitted to the brain is visual
- 50% of the brain is active in visual processing
- 40% of people respond better to visual info than text
- 70% of all sensory receptors are in your eyes

https://www.business2community.com/infographics/ima ges-vs-text-data-winning-visuals-infographic-0887861



OUR BRAIN PROCESSES VISUALS 60,000x FASTER THAN TEXT

50%

40%

OF PEOPLE RESPOND

BETTER TO VISUALS

OF YOUR BRAIN IS ACTIVE IN VISUAL PROCESSING

### 90% OF INFO TRANSMITTED TO THE BRAIN IS VISUAL

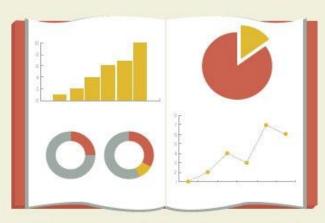


via <u>@socialmedia2day</u>



You are looking at one! Infographics are a fun and quick way to learn about a topic without a ton of heavy reading. There are many different styles of infographics and data visualizations, but the ultimate goal for all infographics is to be shared. Learn what makes a great infographic, why they are useful for everyone, some tips to create a viral infographic and the numbers to back it all up.

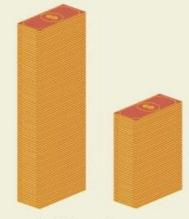
### AN INFOGRAPHIC IS:



A data-rich visualization of a story or thesis



A tool to educate and inform



A way to build brand awareness and inbound links at half the cost of standard online marketing campaigns

### NEWS

By Low Ching Ling

THE stock market is brading down. So too the mood among investors, though there was some relief following the US Federal interest rate cut

last night. But at least one thing is up, although it is hardly cause for celebration. The cost of living is rising (see

The cost of living is riving user graphics at right, and there seems to be no relief in sight. Should the Government further extend its helping hand to the needy in tandem with rising costs? At least three MFs asked Dt Vivian Rakarishman, the Minister for Community Development, Youth and Sports (MCXS): Can the Government be sre charitable towards the poor at this

time? The MPs were concerned about those

In subscreek concerned about mose on public assistance (PA). The scheme provides aid to those unable to work due to old age, illness or disability, have no means of subsistence

MP Seah Kian Peng wanted to know if the scheme takes into account the rising Consumer Price Index (CPI) and if the current \$290 monthly payout should be increased to at least \$313, considering

the expected escalation this year. The PA allowance was increased by between \$30 and \$115 a month. depending on family size, for the first time in five years last July to help the destinute cope with the GST hile. But is it enough to fight inflation,

partly caused by the GST increase? Last November, inflation hit 4.2 per cent, the fastest rise in 25 years. Some economists have said it could

even leap past 6 per cent in this current quarter on the back of record oil prices and higher food costs.

#### INSIGHT AND A PROMISE

But Dr Balakrishnan said he would not peg the PA allowance strictly to the CPL Instead, he offered an insight into how he arrived at the amount - and

promised a review. First, he told his staff to consult the the Ministry of Health's (MOH) nutrition medium-term financial aid and department on what food items goes into a "healthy meal". Next, his staff went to the NTUC MCVS would

Next, has stall wort to the KTUC. Fairprice supermarker to buy them, He said: "They literally filled their backet and I made hem put in in front of me on my deak so I could see that this was the read thing, "That is with a read thing, "I he added." At the end of the day, there are four fining we want to delive – field on the table, a ruof over year

head, healthcare when you need it and education for your children – four essential pillars." As of mid-December, that basket of

The or more second to be a month, he revealed. "So, any sum of money, cash which you give in excess of \$95, is enough to buy the raw ingredients."

buy the raw ingredients. As for housing, PA recipients typically live in subsidiated HDB rental flats, Dr Balakrishnan pointed out. "That sum which we currently

provide in terms of cash., is

 Public Assistance Subsidies the to be reviewed way to go

enough for food (and) a roof over your consider raising the \$1,500 monthly Yes, the PA allowance, he admitted, is

head.

not a generous amount". But most PA recipients are "living on more than what the Government gives in cash", he said, referring to hong baos and additional food, hampers and help from the local community. Healthcare costs are also covered by

the Government. The Education Ministry gives generous subsidies too. So, no Singaporean will be deprived. Dr Balakrishman added that MCYS is

reviewing the PA allowance, and will be done by the end of the year. SPEEDIER REVIEW?

#### Can be speed up the review, asked Mr Seah.

He noted: "Eleven months from now is rather long given that some estimates of the CPI for this year could be as high

as 6 per cent." And what about those who don't And what about mose two don't meet the PA criteria but are nevertheless-in dire financial strato? They need help to cope with rising costs too, MPs Halinah Yacob and Liang

help to be

who need

wanted to know if

STREET AND

losing the committee to self-responsibility Eng Hwa pointed out. They wanted extended to those

and the necessity for hard work," he said.

EDUCATION

Some NUS course lees up by average of 14 per cent

household income ceiling for most financial schemes. The minister clarified that not all schemes are pegged to the \$1,500 threshold, though that sum is also being viewed. He noted that the impact of rising prices on the low-income have been urshioned by healthcare, housing and

education subsidies, utilities and service and conservancy rebates. There are also subsidised services for the olderly and disabled with household incomes exceeding \$1,500, the Workfare Income Supplement, and the ComCare

Fund, CDCs and other grassroots organisations have the lecowy to give aid to "borderline", deserving cases too. But at the end of the day, the work

ethic must not be eroded, Dr Balakrishnan warned. Yes, the Government will help, but "there's no free lunch" in Singapore "If, through bad luck or bad decisions, we hit hard times, the

JULY rest of the community will belo us out, but without

> SEPTEMBER Electricity tariffs up by average of 0.86 cents per kilowatt-hour for Oct to Dec

UTILITIES

DECEMBER Electricity tariffs to go up by nearly 5 per cost per kilowath-bour le January this year, the highest increase since 2001

### HOUSING

JULY Resale price index for HDB flats up 2.9 per cent from three months

HD8 reats at 10-year high SEPTEMBER

As at end September, HDB resai price index up by about 11 per cent since start of year OCTOBER

Private home prices up 8.3 per cent between Jul and Sep to highest level in 10 years NOVEMBER al values of HDB flats to be d in Jan 2008, meaning erty taxes (4 per cent of at values of owner-occupied es) will rise

OTHERS

JULY

GST bike from 5 per cent to Hike of 1.5 to 1.8 per cent for Nets Internations

JULY Vehicle owners who park in CBD pay 28 per cest more than last year is monthly season parking charges

FEBRUARY

ERP rates at CTE, PIE & ECP up by 50 cents APRIL

Petrol and diesel prices up by 10 cents a litre

JULY

Pump prices up by 2 ceets a litre days after a 2 per cent point GST hike sent potrol and diesel prices up by 0.23 to 0.33 cents a litre AUGUST

ERP rates for cars passing Orchard Road, YMCA and Fort Canning Tunnel gantries up 50 cents OCTOBER

Adult E2-Link bus fares up by 1 to 2 cents

Petrol and diesel price up 3 to 5 cents a litre

NOVEMBER ERP rates up. New pastries built Petrol and diesel price up to five cents, pushing all but one grade of petrol above \$2 mark

DECEMBER

### Taxi fare hike

SGH's C-class patients pay \$1 more. Those in 82 wards pay \$3 more MAY

KXH raises private fees for specialist outpatient clinics and ward treatment fees for all patients. Estimated impact on hill size is 0.2 per cent to 4.3 per cent

Subsidized patients at four public hospitals pay 524 or \$25 for visit to specialist clinic, up from about \$21 NUH's ward charges for 82 A C-class wards up by \$2

Polyclinic consultation lens for adolts, which used to be standard S8, now S3 to 58,80. S4 to \$4,50 for elderly and young children, up from \$4

JULY Cliff's A&E fee up by \$10. daily treatment lee for 82 and C-class words up by \$ daily ward charge for 82 wards up by \$1

### NUH's A&E lees up from \$70 FEBRUARY Private lives for specialist outpatient clinics at SGH up by 55

Two price bikes for Malaysian eggs in one week, brieging total increase to 1 cent per egg

FOOD

OCTOBER

Fresh chicken prices up by 30 to 90 cents per kp

Flour prices up 30 per cent NOVEMBER

Over 100 bakeries to raise bread prices by up to 20 per cent after jump in floor prices

Neodle prices up 20 to 30 per cent

GOVT RELIEF AND SUBSIDIES

#### + Workfare Income Supplement

Scheme to reward older low-wage Singaporean workers for staying To qualify, they must be above 35, earn \$1,500 or less monthly and live in property worth not more than \$10,000 in annual value. They must also work at least three months in any six-month period in

calendar year, or at least six months in calendar year + GST credits

Given to Singaporeans to help offset GST hile last July.

ComCare Fund

To help those left behind - namely elderly, poor and jobless - as Singapore pets on with economic restructuring

Utilities and service & conservancy rebates









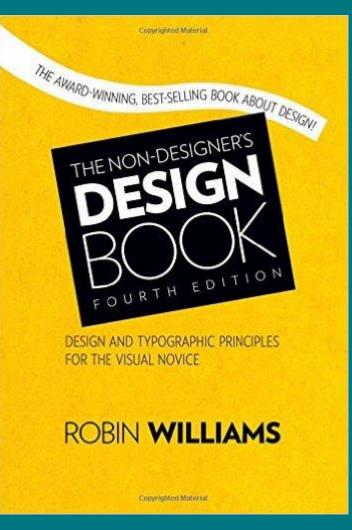
HEALTH

JUNE Prices of milk up, according to Case survey. Price of condeesed milk up by 10 to 50 cests. 73 to 47 cests for evaporated milk, 10 to 55 cests for four trands of tresh milk

# Rational response to rising costs



# CRAP Contrast Repitition Alignment Proximity



### (Available at Skokie Public Library)



CRAP Why focus on these elements? -Consistency -Readability -Focus

(Available at Skokie Public Library)







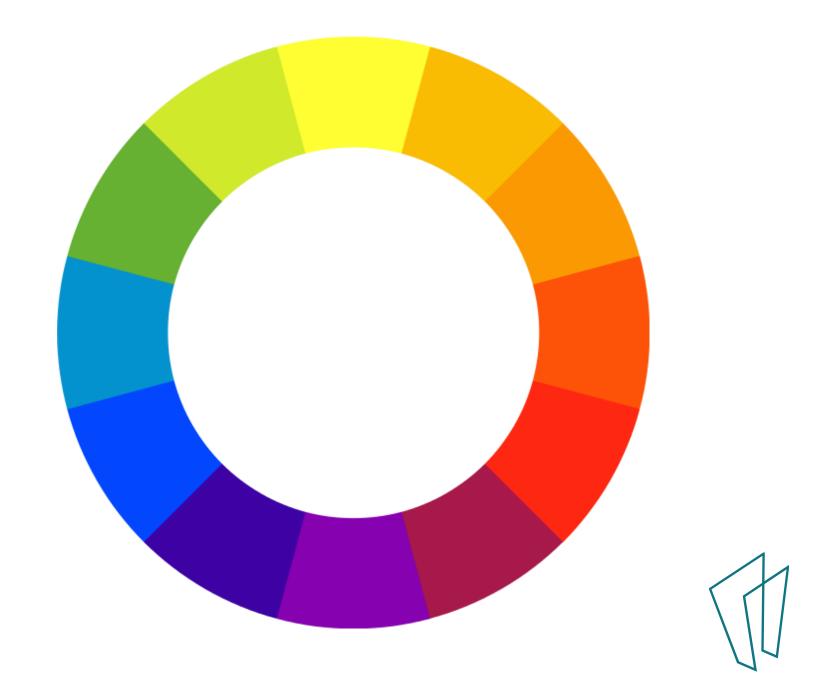
# Contrast

- Color
- Weight
- Shape
- Size
- Classification

#### Good Contrast **Bad Contrast** Saturday, Saturday November 29th Moda Nighteene Moda Nia Josh Wing With Special Guests... JOSA WIN WITH Special Gues DJ Sammy-O DJ Sammy-O DJ Rob Sherwood DJ Rob Sherwood Special Special 19+ Event! 19+ Eve FREE DRINKS from 9pm-11pm FREE DRINKS Pro Doors of 9pm : Proper ID Required 21+ \$10 Cover :: 19+ \$15 Cover 0 "Joecka V LP, for guests of a Centrope & Grand Pool-Base modo nightclub 1871 west 25th st. £ market square del. cleveland, phic Saturday, November 29th Saturday, November 29th Moda Niakh Josh Wink With Special Guests... Josh Wh With Special Gues DJ Sammy-O DJ Sammy-O DJ Rob Sherwood DJ Rob Skerwood NYC/Cleveland Special Special 19+ Event! 19+ Event! FREE DRINKS from 9pm-11pm FREE DRINKS Pro loors of 9pm : Proper ID Required 21+ \$10 Cover :: 19+ \$15 Cover Э Special VIP. for guests of Generate & General Post-Bus modo nightclub 1871 west 25th st. NE. market square dist. cleveland, ohio







# CONTRAST

# CONTRAST

# CONTRAST

# CONTRAST



# REPITION

The principle of **Repetition** states that you **repeat some aspect of the design throughout the entire artwork**. Repeating elements can vary from using the same color or the same font, a particular bullet point or a certain design element.



### THE FUTURE OF Business Starts Here.



THE BIG IDEA.

# ABOUT US

**OUR SERVICES** 

INCOMENTS OF TAXABLE PARTY.

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strange has of his later.

### MEET THE TEAM



### MEET THE TEAM



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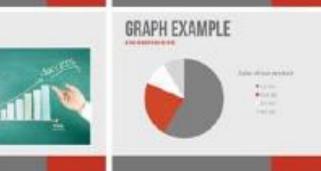
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A CASE STUDY

TABLE EXAMPLE

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## THE FUTURE OF BUSINESS **STARTS HERE**

**OUR SERVICES** 

### ABOUT US



## **OUR SERVICES**

**OUR CLIENTS** FD-5571 0880 defined of

MEET THE TEAM

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## A CASE STUDY



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## **TABLE EXAMPLE**

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A GRAPH EXAMPLE



## THE BIG IDEA



MEET THE TEAM



# ALIGNMENT

According to the principle of **Alignment**, nothing should be placed arbitrarily on the page. **Everything should have a connection with some other items**. When elements are aligned carefully on the page, they make up a "stronger cohesive unit", even if they are physically separated from each other.



Good alignment

Poor alignment

Mixed alignment



# P R OXIMITY

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## Editor's Letter

### EXTENDING THE FAMILY

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## Editor's Letter

#### EXTENDING THE FAMILY

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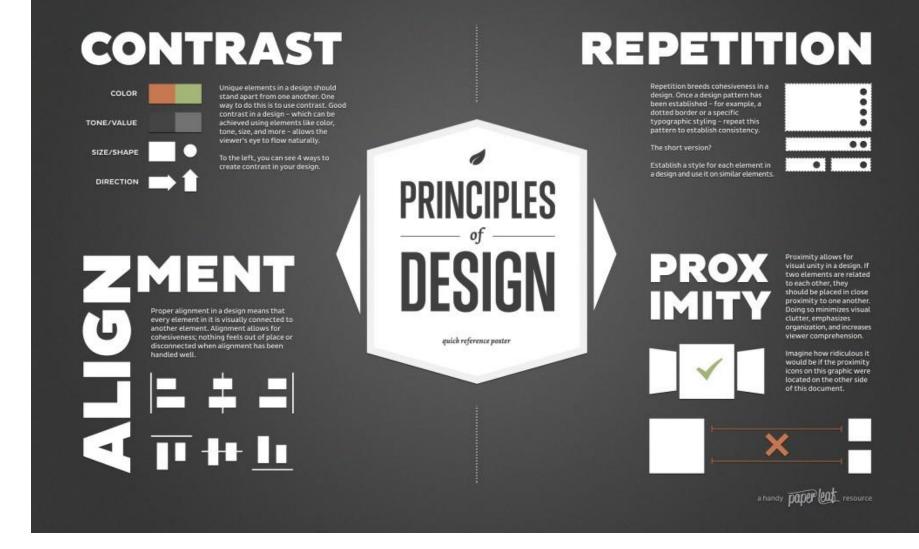
Your name here. Editor in Chief











http://blog.visme.co/elements-principles-good-design/



## School's out: children take to the streets

Student protests across UK Isolated breakouts of violence Clegg's 'regret' over fees pledge

#### Peter Walker Paul Lewis Matthew Taylor Patrick Wintour

Tens of thousands of students and school pupils walked out of class, marched, and occupied buildings around the country yesterday in the second day of mass action within a fortnight to protestateducation cuts and higher tuition fees.

Amid more than a dozen protests, estimated by some to involve up to 130.000 students, the only significant violence came in central London . Late in the even ing a crowd rampaged near Trafalgar Square. smashing windows on buses, shops and offices, including the Treasury



An empty van comes under attack in Westminster vesterday

Earlier a smallgroup of young protesters many of school age, tried to break through police lines. Others seized on an unattended police van .smashing windows and scrawling graffiti along its side.

The coalition government condemned the protests, saying they were hall as officers sought to 4-5)) being hijacked by extremist groups. The preventare peat of the cha-

nhrase associated closely with Margare' Thatcher's efforts in the 1980s to deny the IRA television coverage. Gove said the government would not waver, adding: "Irespond to arguments, do not respond to violence."

In contrast Nick Clegg, the deputy primeminister, whose pre-election pledge to oppose increased tuition fees has made him the focus of student anger, spoke of his "massive regret" in having to rescind the promise.

"I regret of course that I can't keep the promise that I made because - just as in life - sometimes you are not fully in controlofall the things you need to deliver those pledges," he told one of several anery callers to BBC Radio 2's Jeremy Vine Show. "Of course I massively regret find ing myself in this situation."

Butsaid that the fact the Liberal Demo-crats had been forced into a coalition , and that the country's finances were worse than they had anticipated, meant the had to accept "compromise" Asked about his reaction to footage

earlier in the week of students, hanging him in effigy, Clegg said: "I'm developing a thick skin ?

In a further sign of the developing pressure on the government's cuts proramme, Len McCluskey, the new leader of Unite, Britain's biggest trade union, put himself and his union at the forefront of 'an alliance of resistance" . In an interview in today's Guardian, McCluskey says "There is an anger building up the likes of which we have not seen in our country since the poll tax." The biggest single protest yesterday

was in London , where an estimated 5,000 people - many of them noticeably younger than those who took part in the previous mass protest on 10 November - spen hours "kettled" in WhiteSpecial report The Taliban unit with an east London cab driver in its ranks



Fighters in Dhani-Ghorri. At least two of their fellow Taliban live in the UK outside the 'fighting season' Ghaith Abdul-Ab



Guardian reporter Ghaith Abdul-Ahad was given extraordinary access

to a group of Taliban. Then the Americans attacked

The landscape of Dhani-Ghorri in northern Afghanistan is a quilt of fields outlined by earth berms, poplar trees and irrigation canals. Driving into the district to meet the area's Taliban commander late last month, we passed men and boys who cooked rice in mud

ashtun - from Baghlan and its neighbouring provinces. Most surprising. though, were the two who said they ived in Britain

We were asked to wait for the district chief in the house of a burly, bearded man who spoke passable English with a hint of a London accent. For most of the time he lived in east London, he said. but he came to Afghanistan for three months of the year to fight. He was a mullah and had the rank of a mid-level Taliban commander

"I work as a minicab driver there," he said. "Imake good money, you know. But these people are my friends and my family and it's my duty to come to fight the jihad with them

There are many people like me in London," he added. "We collect money for the jihad all year and come and fight if we can.\*

He shared the compound-style house in Dhani-Ghorri with his brothers and sisters and their families. The oldest brother, a senior cleric or maulyi, also lived in London. Of his two younger

The fighting season was coming to a close, they said, and the four of them were getting ready to return to their ivilian lives abroad

Our host explained the delay in the district chief's arrival: he was resolving a dispute between two villages and would urrive soon

A succession of bearded farmers who had just finished their work in the fields arrived at the house while we waited bringing with them a smell of sweat and mud. They chatted about the operation of the day before, when one of their comrades attacked a Nato convoy wear ing a suicide vest. He had successfully gained martyrdom by killing himself in the operation, they said.

When Lal Muhammad, the district chief, entered the room, all the men jumped to attention

Lal Muhammad is a short and stern 32-year-old madrassa teacher. In his risp blue shalwar gameez and dark

brown glasses it was 26-27 easier to imagine him giving a class



# Standard Design Tips

- No more than three or four of anything (colors, fonts)
- Keep it SIMPLE
- Rule of Thirds
- Infographics and templates



# Futura

Elegant & Understated Great Readability It has Personality

## Garamond

Mature & Professional Clean & Sharp *Rich in History* 

# Helvetica

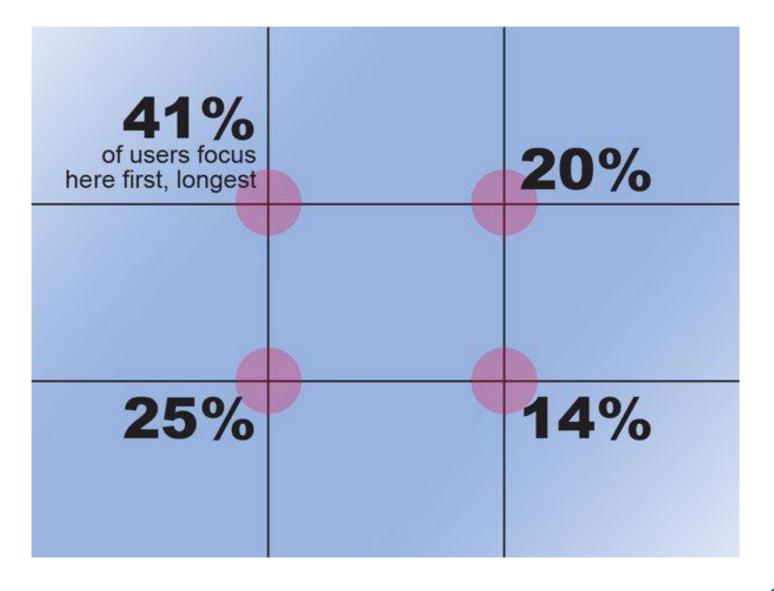
Netural & Simple Easy to Read Even in smaller weights

# **Gill Sans**

Warm & Friendly IT'S BETTER WITH GILL SANS Clean and Understated

Font Choices





Rule of Thirds



# Additional Resources



Questions? Time to play.



## Thank You!

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