

LEARN WITH MYRA



**DESIGN
THINKING
FOR
LX(D)**

A WORKSHOP BY
MYRA ROLDAN

About This Workbook

Over the past year, I've been facilitating LX(D) Sprint sessions for people in the Learning and Development Space. During each session, I share a new design thinking tool that can be used to improve the overall Learning Experience Design, or what I like to call LX(D). I place the (D) in parentheses because this is where I place my focus on during my sessions.

We are currently in the middle of a worldwide pandemic, the way we work has changed, the way we design learning experiences also has to change. Learning and Development teams are trying to figure how to improve the courses and experiences they have created and will create. This has triggered in an increase in requests for my LX(D) Sprint session.

To share the knowledge with those who have not been able to attend one of my sessions, I decided to create this interactive workbook. This workbook is actually an iteration of the workbook that I created for my last LX(D) Sprint session with Learnapalooza.

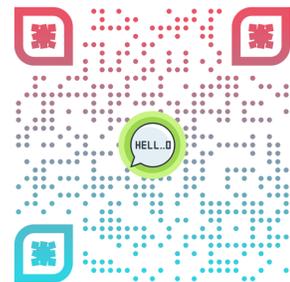
I've stepped up my game with this workbook. I didn't just want to give you a fillable PDF; not that there's anything wrong with that. This workbook has video and tools that can be accessed by scanning the codes appearing on various pages by just using your smartphone camera. I've also included direct links just in case.

Scan the Code

When you see a code like the this one



1. Open the **camera** app on your smartphone
2. Point your phone camera at the code
3. Open the banner that appears on your phone



I've also include the link associated with the code just in case you're not comfortable using your phone to scan some code that I threw up on a page.

<https://youtu.be/uj-4UH4TaH4>

Lightning LX(D) Tool

The problem with Design Thinking is that we tend to focus solely on the course(s) being developed. We fail to look at the big picture. I'm challenging you to take a step back, zoom out, and look at your learner's journey. I understand it's easy to get lost in the details, fall off track, and have useless discussions that go all over the place.

The Solution? Use a straightforward process that takes you on a journey to understand the learner's challenges and pain points using a structured approach. I like to call this my **Lightning LX(D) Tool**.

Workshop Setup

This workshop is great as a full-day event. However, you can also run it as a half-day or two hour session. If running shorter session, I recommend scheduling 1-2 hours sessions across multiple days focusing on the different sections of the framework.

Who Should Participate

You'll get better results from your Lightning LX(D) by working with a small group of 10 or less. The dream team would include people representing different departments of the organization, i.e. Marketing, Legal, Engineering, Sales. These individual bring different perspectives and insights. They may also be a great representation of your learners.

Tools Needed

The great thing about this workshop is that it requires minimal tools.

For a live in-person workshop, you'll need:

- Lots of sticky note pads (3x3 work best)
- Colored pens, pencils, or markers
- Whiteboards or large sheets of paper (*butcher or kid's finger painting paper rolls work*)
- Coffee, Water & Snacks
- Clock or timer

For a digital or remote workshop:

- I've create a Mural Template for your use.
- If working with a virtual team, a video conferencing tool
- a Timer



Get My Mural Template

Scan this Code Using Your
Phone Camera

or go to

<https://myras.tools/muraltemplate>

Getting Started

All of the exercises in this workbook, work best if you time box each one. This ensure that you stay on track and also helps reduce the risk of going down rabbit holes.

Kick off the meeting by identifying the problem that you are trying to solve and who you are solving it for - learners, L&D, or others. This workbook will focus on the learner and the LXD, but this exercise works with all your stakeholders and problems you may need to address.

Timebox: 10 minutes



<https://youtu.be/3GN3f0POEzY>

Define the Problem

Present the team with a problem that needs to be solved. Take time to dissect the problem to get to the core problem to prioritize. You can use this workbook, a whiteboard, or a large paper.

Enter Problem in this box

How Might We...

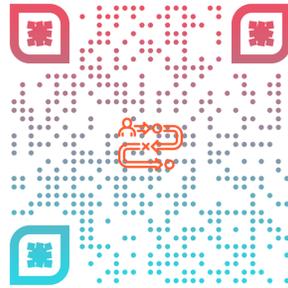
As a group, reframe the problem into a **How Might We...** statement. This simple activity turns your problem or challenges into an opportunity, something that can be solved. Reframe the problem with input from all participants. This should be a live interactive group decision with one note-taker.

Enter Final How Might We Statement Here

Outline the Learner's Journey

We will focus on the learner in this Workbook. The first step is to outline the learner's journey starting at the beginning before they even get to your course. Use **sticky notes** to write out each step the learner has to go through to get to the course or training then continue on to what they do after they have completed the course. Keep it high level. Post the sticky notes, the boxes below, a wall, or whiteboard.

Timebox: 1 hour



<https://youtu.be/3GN3f0POEzY>

How does the learner learn about the course of training?

What does the learner do next?

...and then

...and then

...and then

...and then

Journey...cont'd

...and then	...and then	...and then
What do the learner do after they take the course?	...and then	...and then

Ride the Emotional Rollercoaster

Now, things are going to get emotionally heavy. We are going to take a ride on the learner's emotional rollercoaster. Put yourself in the learner's shoes and move each step of the process outlined in the previous activity to the Emotional Rollercoaster map on the next page. The idea is to think about how your learner feels at each step and map it on the Emotional Rollercoaster.

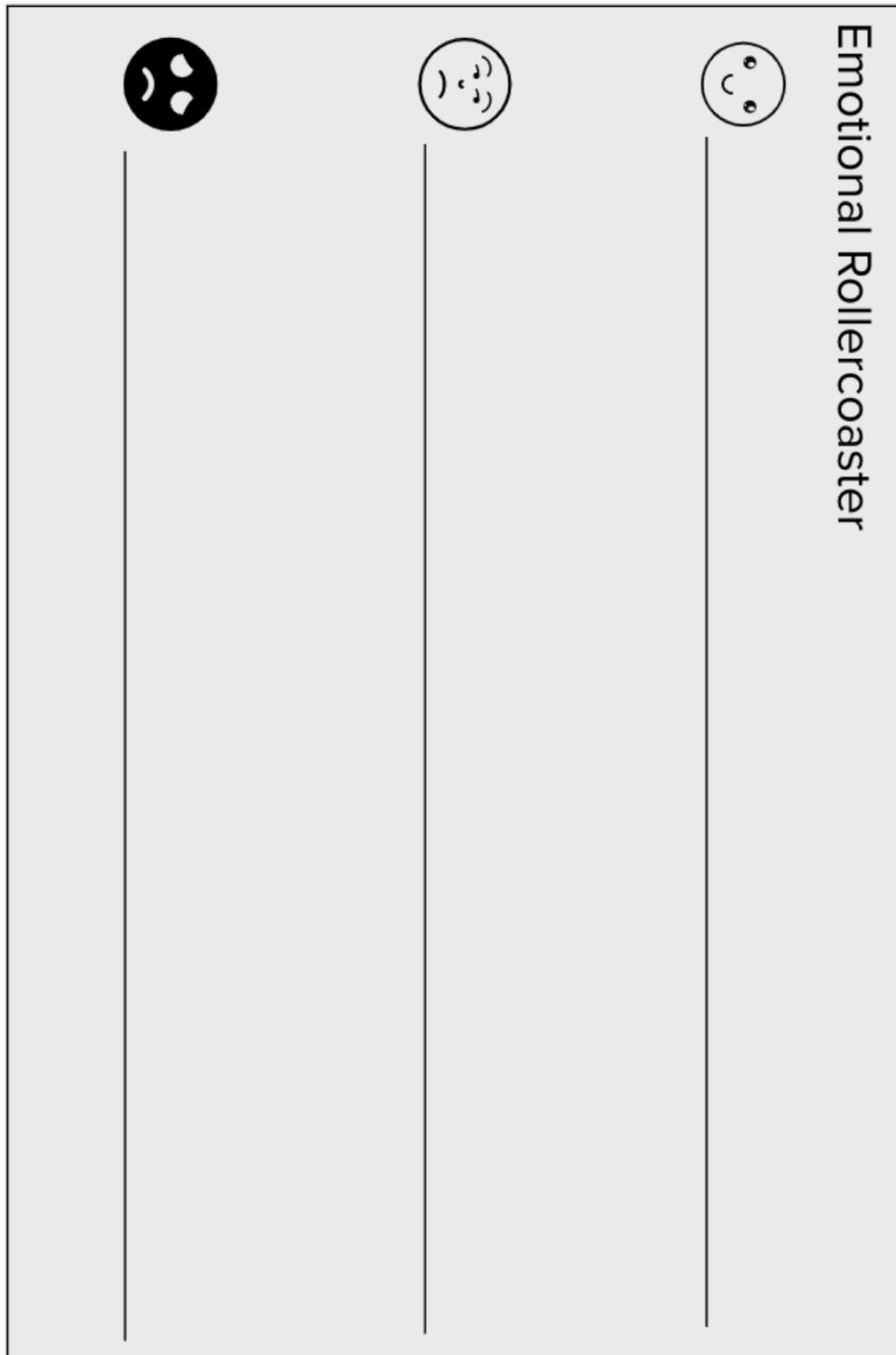
Timebox: 30 minutes



https://youtu.be/26ln2sEpf_o

Ride the Emotional Rollercoaster Map

Emotional Rollercoaster



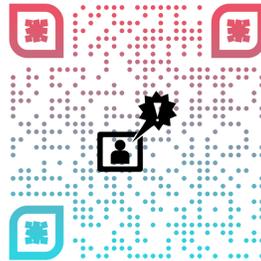
☹️

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😄

Pick 3 Problems You Will Tackle

Now that you have gone on an emotional rollercoaster with your learners, take a moment to reflect on how you feel about the journey. I bet you can begin to feel the learner's pain. Don't stress too much because now we are going to switch gears. Take a step back and analyze the **Emotional Rollercoaster**.



<https://youtu.be/O2-4Y4dZOOQ>

To complete this exercise, pick three (3) problems from the Emotional Rollercoaster - a smaller, medium, and large/xlarge problem. Move the sticky notes to the area below or to a new location on your whiteboard or paper. Timebox: 10 minutes

Use the following t-shirt sizing rubric for problem sizing:

Small (SM) - can be easily fixed or addressed within 0 - 2 weeks. Has NO dependencies on other processes, products, or teams.

Medium (MED) - may take between 2 - 4 weeks. Has minimal dependencies on other processes, product(s), or team(s)

Large (LG)- may take 4 - 8 weeks. Has dependencies on other processes, product(s), or team(s)

Xlarge (XLG) - may take 8 - 16+ weeks. Has multiple dependencies on other processes, product(s), or team(s)

Problem #1 (SM)

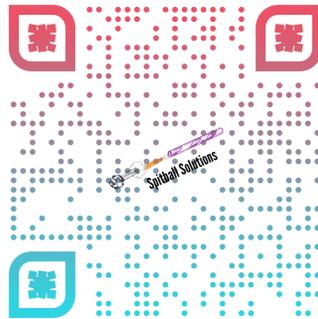
Problem #2 (MED)

Problem #3 (LG/XLG)

Spitballing Solutions to a Problem

Begin by selecting one of the three problems you choose in the previous exercise. Move that sticky note to the box on this page or a new section of the whiteboard or paper you are using.

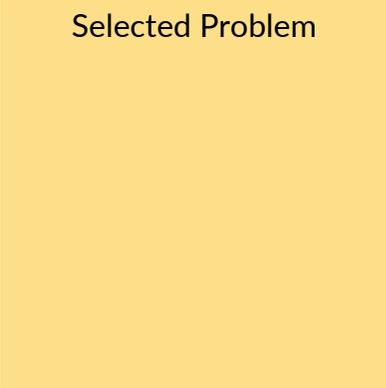
Spitballing solutions is a fun exercise that should not be skipped. This exercise should be time-boxed to 30 minutes. Within the 30 minutes, the focus is on writing down potential solutions to a selected problem without considering budgets and feasibility. Get creative. If working with a team, give every participant a different color sticky note stack or other color pens/markers. Place your spitballs on the next two pages or the area on your wall or paper. **Timebox: 1 hour**



<https://youtu.be/VHbLYJpUOKY>

Spitballing Solutions to a Problem...cont'd

Selected Problem



Let's Build a Prototype

The final step in this process is to vote on the spitball that you will prototype or pilot.

My favorite way of selecting a solution is through a **Dotmocracy**. Everyone gets a vote. The solution with the most votes is the solution that gets prototyped or piloted.

In an in-person setting, use colored dots. In a digital setting, use icons.

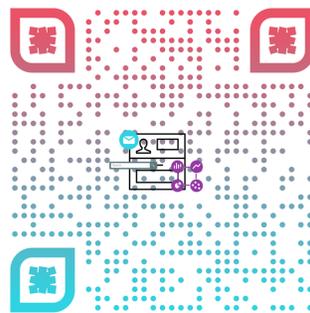
Begin by categorizing the spitballs by feasibility, cost, and level of effort. Then have the team evaluate each solution by discussing a shortlist of solutions.

Finally, have everyone vote silently by placing a dot or icon on the solution they believe should be piloted.

The solution with the most votes is one that is prototyped and piloted with a small group.

Here are some best practices:

1. Ensure every pilot is a two-way door, a solution that can be quickly taken down if needed.
2. Establish metrics that will be used to define success
3. Create a survey that is sent to every participant in your small test group. Don't be afraid to survey them before, during, and after the pilot.
4. Evaluate the results and decide whether or not to implement the solution into production, make changes.
5. Arm yourself with enough data that can be shared with your stakeholders to justify a process change, new product, or feature.



<https://youtu.be/YSCmHMh5PGw>

It's a Wrap

Now that you have a framework to work with, perfect your technique over time by putting it into practice regularly. Add your own flavor by deciding what success will look like in your setting, establishing meaningful metrics, and sharing with other teams.

This framework can be used to solve a number of problems. You just need to be willing and open to going through the process.

3 - 2 - 1 Action Assignment

No workshop is complete without an Action Assignment. Here's your Action Assignment:

- Use this framework on your next project or an existing project.
- Then take a few minutes to document your experience and write a post or article on [LinkedIn](#) sharing your 3-2-1.



Share **3-2-1 LX(D) Lighting Design** on LinkedIn

Open link [↗](#)

- 3 Problems you identified
- 2 Spitball solutions
- 1 Prototype / Pilot you will test

Use **#lapjam** and **tag me** in your post



ABOUT MYRA

Myra is a technologist who brings a unique mix of technical, business, and adult education expertise to the game. She is a TEDx speaker, author, and technical designer.

Her superpower is her natural ability to make complex technical subjects easy-to-understand by breaking concepts down in a way that is easy to consume, process, and apply. Myra is passionate about empowering people to explore and develop themselves holistically.



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