



# HSC WORKSHOP SERIES

A Program of the Human Services Coalition



## **NEW! Design Thinking - Client-Centered Solutions**

**with Thomas Wendt**

**Thursday, October 3, 2019**

**9:00 am – 4:00 pm**

**Fee \$135, includes light refreshments throughout the day (lunch will not be provided).**

**REGISTER ONLINE at [www.hsctc.org/workshops](http://www.hsctc.org/workshops)**

**Borg Warner Conference Room, Tompkins County Public Library,  
E. Green St. at S. Cayuga St., Ithaca ([driving and access directions below](#))  
Presented by the Human Services Coalition  
Co-sponsored by the Tompkins County Public Library**

Design thinking is a solutions-based approach to problem solving. Focused on humans, it is designed to help you understand people's needs *first* - then create effective solutions to meet those needs. By focusing heavily on empathy, the process encourages you to consider the real needs of real people impacted by your programs.

The design thinking process allows you to question problems, assumptions, and implications. It enables you to re-frame problems in human-centric ways, create lots of ideas, and utilize a hands-on approach to problem solving through experimentation, prototyping, and testing of ideas.

It is a healthy "middle ground" of problem-solving —it is not *just* emotion and intuition, nor is it *just* data and analytics; design thinking is the perfect mixture of both.

Thomas Wendt, trainer, author, and expert in human centered design, will be your guide as you learn this creative, cutting-edge approach to program design and performance improvement.

In this workshop, you will learn:

- The fundamentals of design thinking, including key principles and phases of the process
- How to use tools such as problem framing, ideating, and prototyping to help create human-centered solutions
- How to transition through the stages of the design thinking process
- How to apply design thinking principles and methods to your specific challenges that drive creativity and innovation
- Expect to spend 70% of time on activities, 15% on lecture, and 15% on reflection/discussion.

### **About the Presenter**

Thomas Wendt is an independent design researcher, facilitator, and author based in the foothills of the Adirondack Mountains.

His client work focuses on early stage qualitative design research, co-design, and service design. He helps organizations strengthen their design capabilities through workshops, training programs, and consulting. Thomas has worked with clients ranging from large companies to not for profits and activist groups. He has written two books, *Design for Dasein* and *Persistent Fools*, both of which explore the politics and philosophy of design while making a case for design practices that lead to more resilient, equitable futures.

Thomas speaks at conferences across the world and is published in both academic journals and practitioner publications. He also enjoys wild food foraging, tending his gardens and food forest, backpacking, cultivating mushrooms, and making herbal medicine. He explores the local ecology as much as possible, usually with his dog Sadie close by.

## Registration and Payment

Register online at [www.hsctc.org/workshops](http://www.hsctc.org/workshops). If you are unable to register and pay online please call 607-273-8686 or email [registration@hsctc.org](mailto:registration@hsctc.org).

## Cancellation Policy

**All registration sales are final - we are unable to refund or transfer fees onto a different workshop for missed sessions.** At times a workshop may be cancelled due to inclement weather or other issues. If this occurs, we will post the cancellation on our website: [www.hsctc.org/workshops](http://www.hsctc.org/workshops), email all registered participants, and refund any prepaid fees. If you plan to walk-in, please check our website for the most up-to-date information prior to attending.

## Scholarships

Limited scholarships are available to agencies whose non-profit board and staff members cannot attend without one. To request a scholarship, email: [registration@hsctc.org](mailto:registration@hsctc.org) in advance of the workshop.

## Snacks

Coffee, other drinks, and snacks are provided at all workshops; lunch is not provided. Attendees at sessions in the Borg Warner Room may leave and eat lunch on the beautiful Ithaca Commons.

## Special Needs

Please notify us if you have any special needs; the Coalition wishes to make its workshops accessible to everyone.

**For the comfort of everyone, HSC workshops are fragrance free. We appreciate your cooperation.**

## Driving and access

The Library is located in downtown Ithaca on the corner of East Green and South Cayuga Streets.

## Directions for accessing the Library

The Library does not open its Main door until 9:30 am, please go to the northeast corner of the building opposite the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

## Driving Directions

**From North or South on Rt. 13 or 34:** Proceed to Green Street in downtown Ithaca. Turn East (toward Cornell and downtown) on Green Street. Proceed approximately six blocks to Cayuga St, take a right turn and proceed as below.

**From South on Rt. 96b:** Proceed down hill on Aurora Street to East Clinton Street.

Turn left and proceed to Cayuga Street. Turn right on Cayuga Street and proceed as below.

**From East on Rt. 79 or 366:** Proceed to downtown on State St hill and veer right onto Seneca St at the bottom of the hill. Stay in the left lane of Seneca St until you come to Cayuga St. Turn left on Cayuga St and proceed as below.

**From West on Rt. 79, 96 or 89:** Proceed east to Fulton St. Turn right on Fulton St and stay in the left lane. Turn left on Green St and proceed about seven blocks to Cayuga Street. Turn right and proceed as below.

**From all directions:** Park in the Cayuga St. parking garage behind the Library and across from the Hotel Ithaca, or in the Green St. garage (entrance is past the "Pay and Display" and after the Cinemapolis sign on the left) diagonally across from the Library. Please note that "Pay and Display" parking is an option but the cost is twice that of the Green St. or Cayuga St. garages. The Library does not open the main door until 9:30 am, so go to the northeast corner of the Library building next to the TCAT Green Street Station, turn right and enter at the door on the right under the green canopy. The Borg Warner room is immediately on your right.

## Accessible Parking

We recommend parking on the first floor (it's actually the second floor of the structure) of the Green Street parking garage near the lime green wall labeled "Green Street." There is an elevator that will take you down to the ground floor which outlets at the crosswalk on Green Street. Cross the street, turn right and it's a short distance to the northeast corner of the library, next TCAT's Green Street Station. Enter at the door under the green canopy. The Borg Warner room is immediately on your right. If the accessible parking spots are taken near the elevator you can also go one floor up and there are more spaces next to the elevator on the roof.

**The Coalition is a United Way agency.**