

EXECUTIVE SUMMARY OF STUDY

DISCOVERING THE SKILLS NEEDED FOR SOLVING COMPLEX CHALLENGES

The Why: The world today faces many complex challenges. Environmental concerns are calling for innovations in renewable energy. Increasing healthcare costs are pushing for more efficient ways to deliver patient care. Globalization is causing companies to rethink their competitive strategies. Technological advances are changing every aspect of human life yet the pace of advancement makes adoption of these technologies difficult. These challenges require innovative solutions and the companies that deliver such solutions will have a strong competitive edge in the marketplace.

The What: Design thinking is a solution finding process that focuses on generating ideas, requires collaboration, encourages learning by doing, and views failure as a needed step to creating solutions. This approach is in use at companies such as Apple, IDEO, Kaiser Permanente, and the National Health Service of the UK to create solutions to some of their toughest challenges.

This study focused on identifying the core capabilities needed to engage in the design thinking and created a scale for measuring these capabilities.

The Primary Findings

- 1** This study identified three core capabilities that are critical to engaging in design thinking:
 - ✧ **Solution Optimism** is the ability to maintain a level of optimism about finding solutions.
 - ✧ **Visual Expression** is the ability to translates ideas visually so they can be shared with others.
 - ✧ **Collaborative Discovery** is the ability to collaborate with others to navigate ambiguity, take a human centered perspective, generate ideas, remain open to risk taking, and learn from failure in order to discover solutions.
- 2** These skills are inherent capabilities that we all have to some degree. They are like muscles – the more they are used the stronger they get.
- 3** This study resulted in the creation of **Chesson's Design Thinker Profile**, an assessment for helping individuals understand their capabilities as a Design Thinker.

Comments from Early Users

There is a huge need for this in healthcare. This is a terrific tool to develop coaching goals around. ~ **Executive Coach in Healthcare**

This is a different from anything I've taken before...it focuses on a part of myself I need to use more.
~ **Administrator in Higher Education**

This assessment has helped me realize that I have the skills needed for innovation. ~ **HR Executive in Retail**

What to learn more?

To learn more about Chesson's Design Thinker Profile? Visit www.designthinkerprofile.com
Dani Chesson (Antioch University, 2017) Design Thinker Profile: Creating and Validating a Scale for Measuring Design Thinking Capabilities

THANK YOU!

This study would not be possible without the generosity of the 536 participants who gave their time and shared their experiences. I am forever grateful! ~ Dani Chesson, Ph.D.