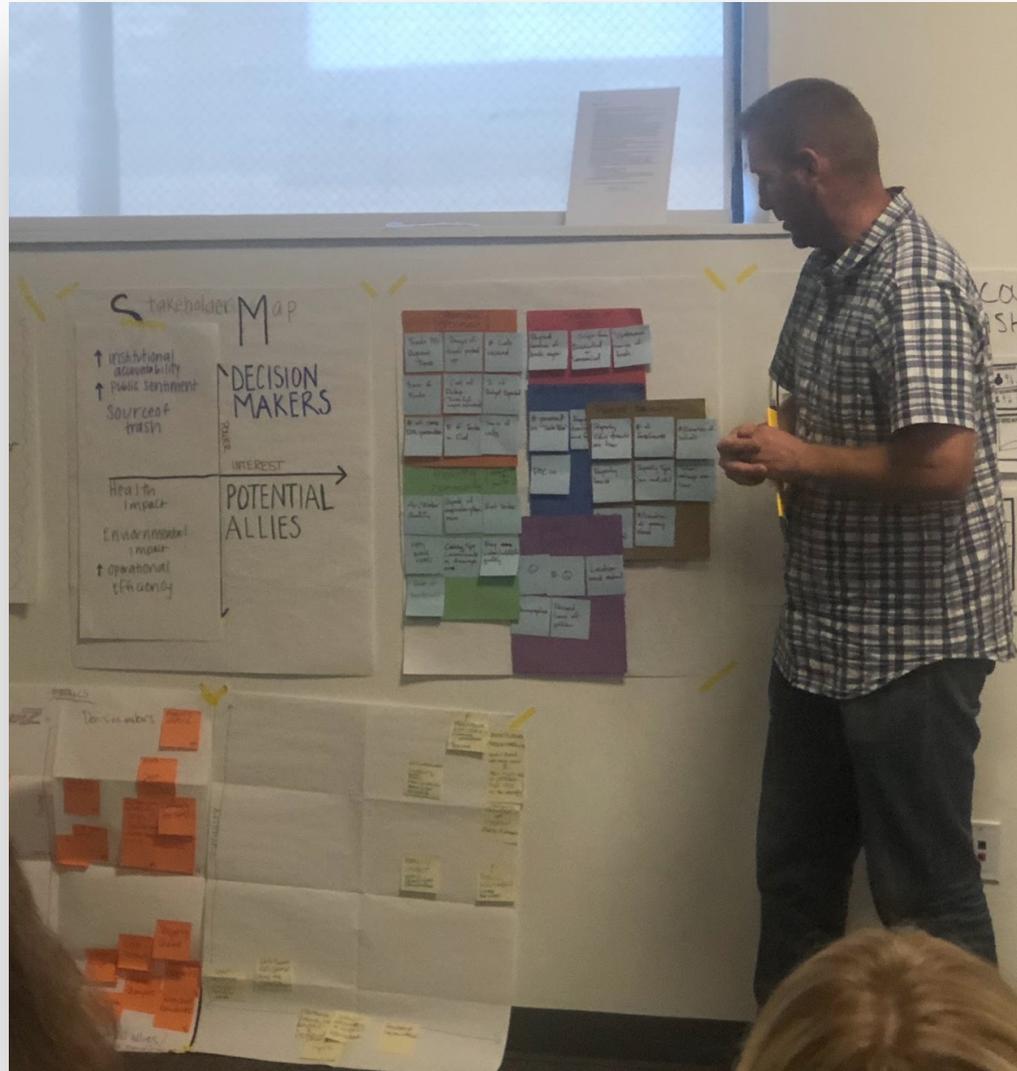


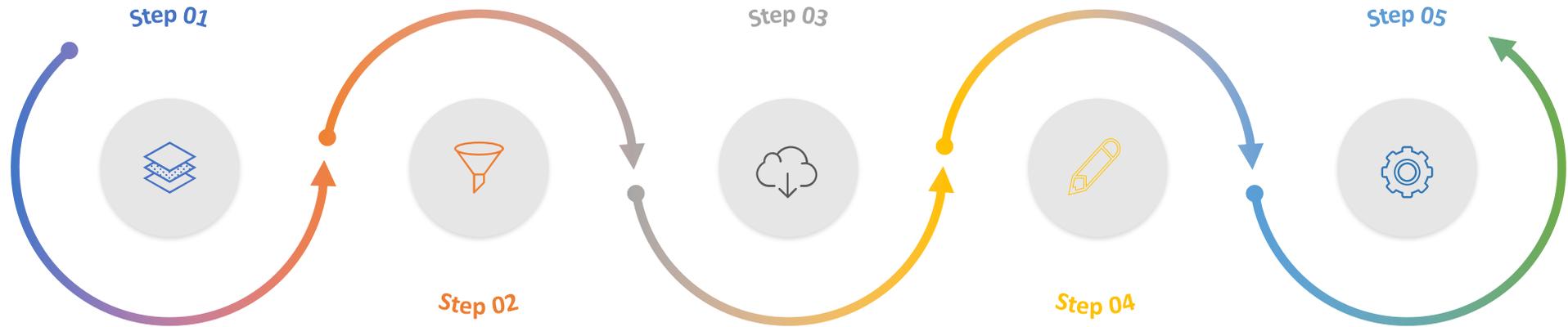
DESIGN FACILITATOR

Summer Design School @OPM

I facilitated and led multi-national (US, UK, Australia) cohort of federal, state and local government workers through 4-day sprint on design strategy development and implementation. Delivered award-winning capstone project on illegal dumping, selected for implementation by Mayor of City of Oakland. Innovative program was co-run by The Lab at the US Office of Personnel Management X Cosine Collective.



Process Overview



Define the Problem

Illegal dumping is rampant in Oakland's residential areas. How can city personnel address this?

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Problem Statement

Assumptions

Based on our current knowledge, what are the essential elements of this issue?

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Sticky notes

Good questions

System Map

Research & Evaluate

Let's go out and talk to city personnel. This is the key to success.

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Qualitative Research

Stakeholder Map

Personas

Service Blueprint

Using our new insights lets create a service model that fits the needs and parameters of this situation.

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Service Blueprint

Solution Snapshots

Rapid Prototype

Refine our concept, clarify our verbiage and present our solution, 'Trash Dash'.

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Experience Prototypes

Effective Design Leadership

My group's service, 'Trash Dash', was selected as the best solution by Oakland Mayor, Libby Schaaf (pictured, center)



DESIGN FACILITATOR

Cosin Collective

[Read More on Medium](#)

