

RISOVENT

Design Thinking Essentials

Training Title:

Design Thinking Essentials

Training Provider Details:

- **Company Name:** RISOVENT LTD
- **Registered Address:** White Building Studios, 1-4 Cumberland Place, Southampton, UK, SO15 2NP.
- **Email:** contact@risovent.com
- [Click here to read more about the trainer.](#)

Detailed Description of the Training

1. Training Summary

- This training workshop introduces employees to the essentials of design thinking, giving them a clear understanding of what it is, why it matters, and how it applies to their job roles. Participants will explore the five stages of design thinking (empathize, define, ideate, prototype, and test) through accessible explanations and interactive exercises. The training workshop emphasizes clear understanding, ensuring that even those unfamiliar with design thinking leave with the confidence to engage with it in their roles.

2. Training Aim

- To provide participants with a foundational understanding of design thinking and its relevance to everyday workplace challenges, preparing them to apply the process in future projects and roles.

3. Learning Outcomes

By the end of this workshop, participants will be able to:

- Define the five stages of the design thinking process.

- Explain how design thinking supports problem-solving and innovation in the workplace.
- Analyze workplace situations to identify where design thinking could be applied.
- Create a simple action plan for applying design thinking in their own role.

4. Overview of the Training

- **Welcome and Icebreaker**
Participants reflect on workplace challenges and share their current approaches to solving problems, setting the stage for exploring new tools and frameworks.
- **Part 1: Understanding the Design Thinking Process**
Introduction to the five stages of design thinking, with explanations of the key tools and methods used in each stage (e.g., empathy mapping, journey mapping, brainstorming frameworks, prototyping approaches, testing methods).
- **Part 2: Why Design Thinking Matters in the Workplace**
Mini-lecture with case studies showing how design thinking tools have been applied to solve real problems in different industries. Focus on frameworks like the Double Diamond, divergent vs. convergent thinking, and rapid iteration.
- **Part 3: Identifying Opportunities for Design Thinking**
Discussion and analysis of workplace scenarios, demonstrating how to use design thinking frameworks or methods (e.g., “How Might We” questions, problem statements) to reframe challenges.
- **Part 4: Prototyping Methods and Approaches**
Explanation and demonstration of prototyping methods (storyboards, paper mock-ups, digital wireframes, role-play). Participants learn the variety of ways prototypes can be created, without practicing yet.
- **Part 5: Building a Design Thinking Action Plan Proposal**
Participants create a structured action plan for a workplace challenge, outlining which design thinking tools and methods they would use at each stage (Empathize, Define, Ideate, Prototype, Test). The plan acts like a proposal they can take back to their role.
- **Wrap-Up and Key Insights**
The workshop concludes with participants sharing highlights from their action plans and reflecting on how design thinking can become part of their everyday work.

Pre-Contractual Information

- **Business Name, Contact Details, and Address:** As provided above.
- **Description of Services:** Our training workshop combines lectures, interactive exercises, group discussions, scenarios and problem-solving activities. Participants will engage in self-assessment,

collaborative exercise, and practical application to achieve the learning outcomes. [More details are available above in points 1 to 4.](#)

- **Price and Taxes:** The total price for this training service is provided on our [Pricing Page](#). All prices shown on the website exclude VAT and any other applicable taxes. Where VAT or other taxes apply, these will be added to the final invoice at the applicable rate at the time of invoicing. Please note that for face-to-face training only, additional expenses such as transportation and accommodation are not included and will be charged separately if applicable.
- **Payment Methods:** Payment must be made via bank transfer to RISOVENT LTD's business bank account. Account details will be provided upon issuing and sending you an invoice.
- **Consumer's Obligation to Pay:** By confirming this service and signing the contract via email, you agree to the payment terms and acknowledge your obligation to pay the total amount due within 10 days of receiving the invoice via email.
- **Immediate Confirmation:** Following your agreement to proceed, you will receive an email confirmation of your intent to engage our services.
- **Contract Delivery Timing and Procedure:** The contract will be delivered via email once the service is confirmed by email. This ensures that the contract includes all terms before any party signs. The service terms and conditions, along with the contract and any other supporting documents, will be provided to the client via email.
- **Contract Format:** Sent in a PDF or Word format that you can easily save and print.
- **Opportunity for Questions and Modifications:** We strongly encourage you to review the contract details and any supporting documents, request modifications, and ask questions before signing. Please confirm acceptance by signing the contract and returning it via email.
- **Acknowledgment of Receipt:** Required from clients to ensure you have received and understood all contractual documents.

- **Cancellation Rights:** You have the right to cancel this contract within 14 days of signing, without providing any reason. To exercise the right to cancel, you must inform us of your decision through a clear statement by filling the contact form on <https://risovent.com/contact> or by sending an email to contact@risovent.com
- **Standard Cancellation Form:** Available via email or contact form upon request.
- **Accessibility of Information:** Alternative formats of training materials and pre-contractual information are available upon request. Please contact us for more information.
- **Technical Requirements for Online Participation:** To participate in the online training via Microsoft Teams, you will need:
 - A computer or tablet with audio and video capabilities.
 - A stable internet connection.
 - The latest version of Microsoft Teams installed.
 - A compatible operating system (Windows 10 or later, macOS 10.13 or later).
 - Recommended: A headset with a microphone for optimal audio quality.
- **Complaint Handling Policy:** We are committed to providing quality services. If you have any complaints, please contact us at contact@risovent.com. We aim to acknowledge all complaints within 2 business days and resolve them as soon as possible. Please refer to our [Complaint Handling Policy](#) for more details.
- **Need to Make a Change:** If you need to make any changes or correct any errors, please contact us at contact@risovent.com
- **Duration and Termination Conditions:** The contract includes the duration of the training workshop and any agreed-upon post-training support. Either party may terminate the contract under the conditions specified in the Service Terms and Conditions. The service terms and conditions, along with the contract and any other supporting documents, will be provided to the client via email.

- **Contents of the Service Agreement**

The formal Service Agreement will outline the full terms of engagement, which may include details such as the training scope, total fees, payment terms, delivery schedule, client responsibilities, confidentiality, intellectual property, cancellation, and termination conditions, as well as any content or materials related to the provided RISOVENT service. The exact terms may vary depending on the service provided. This document will be sent to the client for review and signature before any payment is made or service delivery begins. The Service Agreement will also incorporate RISOVENT LTD's Service Terms and Conditions, which will be shared with the client at the time of contract preparation.

Certificate of Attendance

- RISOVENT LTD issues certificates of attendance to all participants who successfully complete the training workshop. It is important to note that these certificates are not accredited by any external body. Their sole purpose is to only confirm that participants have attended the workshop, and they do not imply any professional qualification or endorsement. Additionally, issuance of the certificate of attendance is optional and will only be provided to participants upon their request.

Contract Delivery and Client Interaction

- **Contract Delivery Timing and Procedure:** The contract will be delivered via email as soon as possible after the service is confirmed, ensuring that the contract reflects all terms before any party signs.
- **Opportunity for Questions and Modifications:** Strongly encouraged before signing the contract. Clients can review the contract details, request modifications, and confirm acceptance via email.
- **Acknowledgment of Receipt:** Required from clients to ensure that you have received and understood all contractual documents.

Target Audience

- This training workshop is designed for employees across all departments and industries who are new to design thinking or have limited exposure to innovation methods. It is particularly relevant for:
 - Staff who want to strengthen their problem-solving and creative thinking skills.
 - Teams facing new challenges due to digital transformation, AI, or changing workplace practices.

- Professionals in roles traditionally not linked to innovation (e.g., HR, finance, operations, customer service) who now need to adapt and contribute to modern workplace improvements.
- Organisations aiming to build their employees innovation literacy.

Duration and Scheduling

- Four-hour training workshop

Training Format and Location

- Online via Microsoft Teams or face-to-face* at the client's workplace

Participant Capacity

- Maximum of 30 individuals per session.

Financial Information

- **Payment Terms:** Due within 10 days of sending the invoice via email.

Total Price

- [Please read the price page by clicking here.](#)

Cancellation Policy

- You have the right to cancel the service and contract within 14 days of signing, without providing any reason.

Privacy Policy

- To learn more about RISOVENT LTD's Privacy Policy, please [click here](#).

Additional Notes

- Both online and face-to-face* training are available for clients based in the United Kingdom (UK).
- For organisations or companies based outside the UK, online training is available worldwide.
- Face-to-face training for international clients may also be available depending on RISOVENT LTD physical availability and travel capacity.
- If face-to-face delivery is not possible, the training can still be delivered online.
- **** For face-to-face training delivered to clients, please note that the training fee does not cover additional expenses such as transportation and accommodation.***

More Information

- For additional details, please visit the **FAQ** page on the RISOVENT website by [clicking here](#). If you have further questions, feel free to contact us at contact@risovent.com

Outline schedule – The following plan can be updated or modified

Duration	Session Segment	Format
10 minutes	Welcome & Icebreaker	Group sharing of workplace challenges and current problem-solving approaches
40 minutes	Part 1: Understanding the Design Thinking Process	Presentation of the five stages with key tools and methods
35 minutes	Part 2: Why Design Thinking Matters in the Workplace	Mini-lecture on types of frameworks (Double Diamond, divergent/convergent thinking, rapid iteration)
10 minutes	Break 1	Coffee/Tea break
35 minutes	Part 3: Identifying Opportunities for Design Thinking	Mini-lecture on reframing problems using “How Might We” and other tools
40 minutes	Part 4: Prototyping Methods and Approaches	Explanation and demonstration of prototyping approaches (storyboards, sketches, role-play, wireframes)
10 minutes	Break 2	Coffee/Tea break
65 minutes	Part 5: Building a Design Thinking Action Plan Proposal	Individual drafting of structured action plan (tools and methods per stage), peer exchange for feedback
5 minutes	Wrap-Up and Key Insights	Sharing highlights + trainer summary of how to apply learning in daily work
4 hours in total		