Learn how to take a human-centered approach to your work by exploring the methodology known as design thinking.

This course will support you to understand evidence-based methods and tools that help you transform the way you solve organisational and community challenges. Using human-centered design and systems thinking, you will learn the principles of understanding organisational and social challenges, using empathy to innovate and design solutions to address place-based community needs.

The course is a practical step towards improving creativity and innovation within your team and organisation and designing innovative service responses to organisational and community needs.

**Evolve with QUTeX**

This course consists of two full day sessions. It is designed for those in a leadership or board position within the non-profit or social enterprise sector in Queensland who want to design and evaluate the creation process involved in driving social change and impact. Using people-centered approaches, they will be able to drive change within their organisations and influence program design and evaluation upon completion of this course.

The hands-on course will provide you the skills and confidence to use Design Thinking and Human-Centred Design when faced with wicked problems. It will explain why social innovation does not need to be expensive and risky, and why evaluation is part of every stage of the design process.

The course will discuss why an understanding of systems thinking and place is important. A place-based approach means understanding the relationships, experiences and systems that interact and bring about change within our communities.

**Partnering with QUTeX is Hand Heart Pocket the Charity of Freemasons Queensland**

Hand Heart Pocket is a philanthropic foundation established by the Freemasons of Queensland with a history of helping the community for more than 110 years. We partner with other charities and philanthropists to help create positive change for people in need, particularly for youth at risk. We also back Freemasons in hundreds of local community initiatives each year.

**Who should participate?**

This course is for participants who want to:

- Learn the theory and practice of Design Thinking
- Understand why systems thinking is important when designing solutions
- Discuss the challenges of social innovation with peers and experienced designers
- Work in small multi-disciplinary teams to put theory into practice
- Learn from real-world case studies

**Core concepts**

On completion of this course, you will be able to:

- Explain the steps of the HCD process to create innovative solutions to real-world challenges
- Describe strategies for understanding complex social problems
- Build rapid prototypes to make ideas come to life
- Describe ways to implement organisational learning and greater social impact

**Your expert facilitators**

Dr Ruth Knight is an experienced trainer, researcher and evaluator who has been working in the non-profit sector for more than 30 years. Ruth is passionate about facilitating conversations about social outcomes, logic modelling and impact measurement.

Ray Bull is a specialist with 25 years' experience leading multi-disciplined stakeholder groups to create innovative design outcomes. Ray uses Human-Centred Design principles to help organisations address complex organisational and community problems.

**Cost**

- **Hand Heart Pocket subsidised price** - $535 (GST Incl.)
- **Full standard price** - $1320 (GST Incl.)

There is no need to contact QUTeX or Hand Heart Pocket for subsidy, please register online via the “enrol now” button.