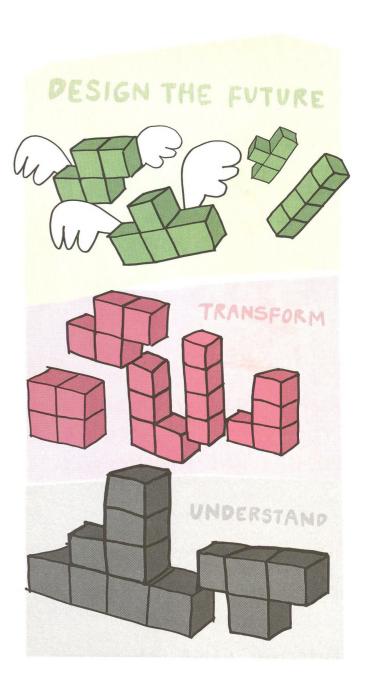
Content

The Tetris blocks will guide you through *The Design Thinking Playbook*. We start with a better understanding of the individual phases of the design thinking cycle. In the thematic block of "Transform," we discuss the best ways to shape framework conditions and how strategic foresight helps us to create greater visions. The last part, "Design the Future," focuses on the design criteria in digitization, the design of ecosystems and the convergence of systems thinking and design thinking, and the options of how to combine data analytics and design thinking.

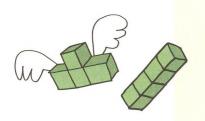
Foreword 7
Introduction 10

1. UNDERSTAND	13
DESIGN THINKING	13
1.1 What needs are addressed in the Playbook?	14
1.2 Why is process awareness key?	36
1.3 How to get a good problem statement	50
1.4 How to discover user needs	58
1.5 How to build empathy with the user	72
1.6 How to find the right focus	80
1.7 How to generate ideas	90
1.8 How to structure and select ideas	98
1.9 How to create a good prototype	108
1.10 How to test efficiently	118
	<u>- 1</u>





3. DESIGN THE FUTURE 211



3.1	Why systems thinking helps to understand complexity	212
3.2	How to apply lean business model thinking	224
3.3	Why business ecosystem design becomes the ultimate lever	240
3.4	How to bring it home	254
3.5	Why some design criteria will change in the digital paradigm	266
3.6	How to kick-start digital transformation	278
3.7	How artificial intelligence creates a personalized customer experience	292
3.8	How to combine design thinking and data analytics to spur agility	302

2. TRANSFORM ORGANIZATIONS

How to design a creative space and environment What are the benefits of interdisciplinary teams? How to visualize ideas and stories

2.4 How to design a good story
2.5 How to trigger change as a facilitator

.6 How to prepare the organization for a new mindset

2.7 Why strategic foresight becomes a key capability



132

144

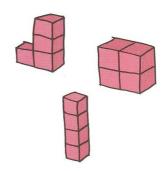
158

168

180

190

198



Closing words	314
Authors	323
Sources	335
Index	338