Promo wording to gain testers – Learners

Searching for volunteers to test a new course on problem solving. Help the CSPS Digital Accelerator develop and test a self-paced course for their program: *The Design Process - Understanding the Problem Space.*

We're starting with a pilot testing i.e., a first iteration of testing to receive feedback to improve the course. *This phase is only available in English.*

The design process is made up of 4 main steps, the first of which is **understanding the circumstances behind a problem (the "problem space")**.

What is this course? It will present foundational methods and tools needed to identify and analyze problems that need solving. Participants will learn how to apply these discovery methods in their work and how to use sound problem framing to set up the subsequent steps in the design process.

"Problems" are pain points or negative outcomes. Problems faced by public servants to solve could be:

- Closed-off work environment – everything is siloed making communication, collaboration and sharing of research data across departments and organizations challenging.
- An inefficient system for processing applications for projects impacting fish and fish habitat
- A dangerous goods inspector was unable to complete a site inspection because she doesn't have a working intrinsically safe device

Topics of the course include:

1. Identifying and framing the problem to be solved
2. Identifying the real people impacted by the problem
3. Empathy mapping and journey mapping
4. Setting boundaries for solutions in a government context
5. Writing point-of-view problem statements

What are we looking for? The CSPS Digital Accelerator is looking for learners that are unfamiliar with the design process or *Design Thinking* to test the Alpha version of this course. This will help us build a course that is clear, relevant, and accessible, that enables learners to apply these skills and methods in their job.

What will we do with the responses? From all the responses we get, we will compile a list of interested people and will then issue an official invitation with the precise information about this Alpha testing.

How long will the testing take place? The testing for this course will be available late September/early October. You will only need to put in 2-3 hours of your time maximum, at your own pace, at any point in that month period.

If you are unfamiliar with the Design Process or Design Thinking, and curious to learn and want to give your feedback to help make the course better, then please send the Accelerator team an email at: csps.accelerator-accelerateur.efpc@canada.ca.