QUESTION
Common Design Problems and GOOD Solutions

Problem: Team starts coming up with solutions before they fully understand the problem!

Solution: Explain and write down ideas and the reasons why it's a good solution for the client:

"What is the design idea we have and what problem does it solve?"

"Who are we designing this for?"

Problem: Team starts to build designs for people without thinking about what those people need.

Solution: Before coming up with design ideas have a discussion about how the design will be used.

"What activities will the designs support and what problems do people usually have during these activities?"

"Who is our main client: Who will use our design and what will they want to do?"

"What does our client like and what do they dislike?"

Problem: **Team makes BAD assumptions!**

Solution: **Don't confuse what teams KNOW the client needs/wants with what teams THINK the client needs/wants!**

"Anuj, we think they will like this design, but we should check with them before we build it."

"Carlos, you like this color pattern, but we don't KNOW if the client will."

"We think this will be easy for new players, but don't really know. Put that on our list of things to check."

PLAN
Common Design Problems and GOOD Solutions

Problem: Someone is contributing the majority of ideas. Not everyone's idea is heard.
Solution: Innovative design builds on ideas, encourage the team to consider multiple ideas equally.

"That's a good idea. Can we think about more ideas like this before we finalize the plan?"

"Martha and Juan have different ideas. Can we identify out pros and cons of both and then see if we can come up

with a new idea that uses the best of both ideas?"

Problem: Team makes too many plans without considering the timeline.
Solution: When making a plan, estimate time for each task and figure out what tasks can be done at the same time.

"What needs to be done first? And what can be done at the same time?"

"Who will be responsible for different parts of our plan?"

"How much time does each task take? We can estimate it."

Problem: Team comes up with good ideas but fails to carry them out.
Solution: Use multiple ways to document a detailed plan, such as pictures, texts, etc. The goal is to present the ideas clearly so others can understand and follow.

"It is a good idea to use pictures here. We can also add labels so we know what they are."

"We can ask others to read our plan. In this way, we can test if it is clear to other."

CREATE
Common Design Problems and GOOD Solutions

Problem: Team doesn't use a plan to guide their building process.

Solution: At the beginning of each session pull out the team plan, discuss where the project is, and what each person will do that day. Then use team sketches to make sure what is created matches what was planned.

"We finished the halls last time, but still have lots to do. What is everyone going to work on today?"

"Let's write our name next to the tasks so we make sure everyone has important tasks and we cover them all."

"Maria, can you check our plan to make sure we are all following it well."

Problem: Team members are working independently without getting any feedback from other team mates.

Solution: Work together whenever possible. When forming subgroups, make sure each subgroup gets feedback from others in the group.

"This's an important task, let's work on it together so we can get input from everyone."

"Let's each work for another ten minutes and discuss what we have done and get some feedback."

Problem: Team runs out of time before building everything on the plan.

Solution: Set up check-points to track progress. Figure out why the team is falling behind and improve problems as a team.

"We didn't realize how difficult this part of the project would be. So let's see where everyone is at and where we should go."

"We have three more sections to finish, but not a lot of time left. So how can we keep each other on task?"

"Seo-Jun, you're not helping us build. What are you doing? Do you want a different task?"

Investiagte
Common Design Problems and GOOD Solutions

Problem: Sometimes as team is creating, the focus gets shifted away from what the client needs.
Solution: Make time to compare what is being built to original plans and what is known about client needs.

"Faisel, Let's compare our design with the initial plan and see if everything makes sense."

"Now that we are done with our design, I think we should discuss the relevance of each element and compare them to the client's needs."

Problem: When the client uses the design, they don't know what to do with it or don't like it as much as expected.
Solution: Share ideas early with a client to get feedback before building and during building. Set time to have clients test early designs to make sure they can easily understand them and use them as intended.

"Jia, since we're designing for students, can you ask a few students to look at our design us know what they think?

"Let's ask our client to test our design before we finish that way we can identify problems and fix them early."

Problem: When the team finishes building they do not know how to evaluate the quality of their design.
Solution: Use your plan to set up the things you will test based on your original goals and needs of the client.

"Lets create a checklist of client needs based on our plan and see how many needs we met. For example, we should find out if they like our color scheme, think the design is pretty, and can use it to do the things they want."

"Hassim, our client needed the kids to be able to finish our game in one class session, so we should check if they actually can. That will tell us how well our design works and what we need to improve."