USING DESIGN THINKING IN THE JUSTICE SYSTEM

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Using Design Thinking in the Justice System

Design thinking is a problem solving approach that is hands on, creative, and "human centric". Initially employed in the world of industrial and product design, design thinking has seen widespread adoption in recent years by companies, governments, and organizations looking to create innovative solutions to complex problems that directly address user needs and are more reflective of user experience. It is an approach that "puts the public first". Only recently have we begun to explore the possibility of using design thinking to improve the way we design justice services in Canada.

In this workshop, participants will be introduced to the basic definition and process of design thinking, and will have the opportunity to experience the process themselves as they are led through a facilitated design session organized around a common access to justice problem. The workshop will also highlight current design thinking projects taking place in the justice system and invite discussion on the challenges and opportunities that come with using the design thinking approach to address A2J challenges.

List of Recommended Reading and Resources

Readings

Margaret Hagan, "Law by Design" online: <http://www.lawbydesign.co/>

Tim Brown and Jocelyn Wyatt, "Design Thinking for Social Innovation" online: (2008) 8:1 Stanford Social Innovation Review <https://ssir.org/articles/entry/design_thinking_for_social_innovation>.

John Alber, "Revolutionizing Law through Design Thinking*", ITLA Peer to Peer Magazine* (2016), online: <https://www.linkedin.com/pulse/revolutionizing-law-design-thinking-john-alber>.

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Readings cont.

Dave Thomsen, "Why Human Centered Design Matters" (December 2013), *Wired* (blog), online: <https://www.wired.com/insights/2013/12/human-centered-design-matters/>.

Toolkits and Lab Guides

IDEO, *Field Guide to HCD*, online: <http://www.designkit.org/resources/1>.

CoLab, *Follow the Rabbit*: A Field Guide to Systemic Design, online: <https://drive.google.com/file/d/0B0KwcwVigAntYm00Tzl4WnZTX0k/view>.

Acumen, *Design Kit: The Course for Human-Centred Design*, online: <http://plusacumen.org/courses/hcd-for-social-innovation/>.

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