Workforce Partnerships that Work: Creating Public-Private Partnerships that Serve Students, Institutions, Employers, and Communities

Newport Beach, CA | June 5, 2019
Agenda

- Design Thinking & Human-Centered Design
- 21st Century Skill Badges
- Opportunity Spaces
- Innovation Culture Assessment
Design Thinking + Human-Centered Design
Design Thinking Has its Origins in Product Design
Why Use Human-Centered Design?

Human-centered design is a systemic approach to problem solving and is anchored in three core beliefs.

- **Empathy**
- **Invention**
- **Iteration**
The Human-Centered Design Process

Human-centered process: Fanatically grounded in student experience

A structured methodology to reach across institutional silos

Bias towards action: test new models rapidly and iterate

Flexible rapid innovation engine focuses on experimentation, evidence gathering and learning
The Lab’s 21st Century Skill Badges

- Intercultural Fluency
- Resilience
- Empathy
- Oral Communication
- Initiative
- Collaboration
- Creative Problem Solving
- Critical Thinking

Education Design Lab
Students will earn a *meaningful* "employer-endorsed" credential

Employers will commit to reviewing resumes of badge earners and help us understand the value of the badge
The Preferred Combination of Skills
# Key Clusters of Skills

## Position: Accountant

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Creative Problem Solving</th>
<th>Collaboration</th>
<th>Intercultural Fluency</th>
</tr>
</thead>
<tbody>
<tr>
<td>lead without title</td>
<td>act as a catalyst</td>
<td>manage ambiguity</td>
<td>focus on solutions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>iteration</td>
<td>congruent / diverse thinking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resilience</th>
<th>Critical Thinking</th>
<th>Oral Communication</th>
<th>Empathy</th>
</tr>
</thead>
<tbody>
<tr>
<td>exhibit flexibility</td>
<td>focus on solutions</td>
<td>identify patterns</td>
<td>draw conclusions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>question assumptions</td>
<td>gather relevant info</td>
</tr>
</tbody>
</table>

## Position: Systems Developer

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Creative Problem Solving</th>
<th>Collaboration</th>
<th>Intercultural Fluency</th>
</tr>
</thead>
<tbody>
<tr>
<td>lead without title</td>
<td>act as a catalyst</td>
<td>manage ambiguity</td>
<td>focus on solutions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>iteration</td>
<td>congruent / diverse thinking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resilience</th>
<th>Critical Thinking</th>
<th>Oral Communication</th>
<th>Empathy</th>
</tr>
</thead>
<tbody>
<tr>
<td>exhibit flexibility</td>
<td>focus on solutions</td>
<td>identify patterns</td>
<td>draw conclusions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>question assumptions</td>
<td>gather relevant info</td>
</tr>
</tbody>
</table>

## Position: Nurse

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Creative Problem Solving</th>
<th>Collaboration</th>
<th>Intercultural Fluency</th>
</tr>
</thead>
<tbody>
<tr>
<td>lead without title</td>
<td>act as a catalyst</td>
<td>manage ambiguity</td>
<td>focus on solutions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>iteration</td>
<td>congruent / diverse thinking</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Resilience</th>
<th>Critical Thinking</th>
<th>Oral Communication</th>
<th>Empathy</th>
</tr>
</thead>
<tbody>
<tr>
<td>exhibit flexibility</td>
<td>focus on solutions</td>
<td>identify patterns</td>
<td>draw conclusions</td>
</tr>
<tr>
<td>self-awareness</td>
<td>learn from experience</td>
<td>question assumptions</td>
<td>gather relevant info</td>
</tr>
</tbody>
</table>
Where do Digital Badges Provide Value in the Hiring Funnel?
Opportunity Spaces
Are We Prepared for These Learners?

- Underrepresented + Low Income Populations
- Non-Degree Adults
- Single Moms & Dads
- Transfer Students
- Front-Line Workers
- Incarcerated
And For How Long?

Figure 10. In the future, workers will need to return to learning throughout a 100-year work life.
What is innovation?
Innovation is...

“A great idea, executed brilliantly and communicated in a way that is both intuitive and fully celebrates the magic of the initial concept...

It needs to either create a new market, or radically change an existing one.”

--Pete Foley (Consultant, Innovator, Artist, Scientist, Photographer, Musician, Accountant and Blogger)
JUGAAD INNOVATION

Amaia Giralt

@amaigi

Education Design Lab
WHAT IS JUGAAD?

Jugaad innovators don’t view customers as merely passive users of their products and services. Recognizing the diversity of customer needs, they invent new solutions from the ground up by working closely with marginal groups to identify their unique needs. They then engage local communities and partners to set up a grassroots value chain to locally build, deliver, and support their solutions—making these solutions in turn affordable, accessible, and sustainable.
"We know that amazing ideas can come from anywhere." – Coca-Cola
Innovation Culture Assessment
To what extent is my institution ready?

**Step 1:** Take the assessment (3-5 minutes)

**Step 2:** Score the assessment—add the score for each group below (the higher the score the better)

**Step 3:** So... now what?
Prompt #1

What’s the greatest impediment to doing this well?
Share with the group
Where are my “buds?”
Rose + Bud + Thorn is a collaborative tool that provides a structured way to reflect on a concept or pilot, specifically “what worked,” “what has potential,” and “what's problematic.”
Prompt #2

What are you currently doing that has the potential to address this (i.e., what can you leverage)?
EXTRA EXTRA: Headlines of the Future

Create a headline and story to describe the future state

Old Dominion Daily

www.dailynews.com  Virginia’s Premier Newspaper  est. 1776

Headline

What Happened?

Who was involved and what did it change?

How has it impacted graduation and employment rates in the region?
Headlines of the Future

Component #1: What’s the headline?

Component #2: What happened?

Component #3: Who was involved and what did it change?

Component #4: How has it impacted higher education in the region?
Be Bold!
Thank You!

For updates, join our Innovator Network at eddesignlab.org/InnovatorNetwork

Tweet us: @eddesignlab @fraserde