

Design Thinking Canvas

A structured approach to planning design-led strategy and innovation

For:

Care Collaboratory Pandemic Response Team

Created:

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People...

Who will we need to involve?

Institutional leaders, disaster management professionals, middle management, team leaders, academic faculty, human resources staff, workforce training and development leaders and faculty, governmental officials and leaders, policy makers, crisis responders, social support organizations, non-profits NGOs, schools and families.

Storytelling...

How will we communicate over the course of the project?

Once this Crisis Leadership Canvas is finalized, it will be made open-source and freely available in the public domain for use by leaders, organizations, and leadership development programs around the world as a seed idea at designforemergency.com. Application of the Crisis Leadership Canvas in real situations will finally determine its utility.

Vision...

What will our future look like?

With the number of current crisis (COVID, hurricanes, fires, civil unrest, etc), leaders can quickly and effectively respond. Lessons learned from the 9/11 attack, Superstorm Sandy, the Katrina disaster, the Japan earthquake and tsunami, the Three Mile Island incident, and others, become mainstream content in leadership development programs.

Problem...

What problems will we solve?

In a crisis many leaders may be helped by a design canvas structure, prompting the necessary response steps.

Solution...

What solutions will we develop?

Design an organizational learn-by-doing template for crisis leadership, useful at all levels and for all people, creating the desired impact.

Challenges...

What will we need to address?

Crisis by the very nature is often unexpected. Crisis leadership training and skill development is often passively approached, may have a low sense of importance, and crisis simulations may have difficulty gaining understanding, acceptance, and the initiation of appropriate preparation plans (for example COVID, PPE, Katrina flooding, etc). Crisis leadership is often reactionary, with disaster management professionals spending resources on "catching-up."

In actual crisis, there is a great deal of variation, ad hoc responses, and variable countermeasures.

Leaders may not have the skills and tools to effectively lead in a crisis.

COVID-19 Crisis Leadership Canvas Prototype

Impact...

What difference will we make?

Lives may be saved if leaders and teams have the just-in-time necessary skills and tools to respond quickly, moving from incident command to a broad organizational response with accountable teams and metrics of success. A consistent organizational template for crisis management can assist the workforce in organizational learning resulting in rapid and sustainable execution of countermeasures.

Discover was through interviews, first hand observations of leadership team, surveys, post-action reviews, evidence-based outcomes.
Discover

Some organizations have a defined crisis management incident-control command center, dealing with first response. Organizational tacit knowledge may define the real problem.
Define

Review crisis leadership literature and use systemic archetypes and insights from discovery to create an evidenced-based step-by-step learning canvas (similar to a strategy canvas).
Develop

Deliver

Management...

How will we deliver the project and monitor progress?

In partnership with students at Tulane University School of Public Health, a survey has been created to assess the perceived utility of this leadership canvas prototype. The data collected is anonymous and will be used to improve the template.

