



CURRICULUM & TIMELINE

WHEN	WHAT
Week 1 Tuesday Oct 24th <i>9am - 5pm</i>	Lab Session #1: Introduction to Human-Centered Design <i>Skills: Ideation and prioritization, working in teams, defining a challenge statement, stakeholder interviews, and active listening.</i>
Week 2 (10/20 - 11/4)	Homework: Team charters, stakeholder strategy & interviews; revise challenge statements
Week 3 Nov 7th <i>9am - 11am</i>	All Employee Training - Project Management (all employees invited to attend)
Week 4 Tuesday Nov 14th <i>8:30am - 12:30pm</i>	Lab Session #2: Prototyping and Testing <i>Skills: Synthesizing and incorporating feedback, building and sketching, testing and iteration.</i>
Week 5 (11/20 - 11/24)	Homework: Test prototypes and incorporate feedback
Week 6 Thursday Nov 30, <i>2pm - 4pm</i>	All Employee Training - Communication, Facilitation & Presentations (all employees invited to attend)
Week 7 (12/4 - 12/8)	Homework: Test prototypes; incorporate feedback; revise solutions
Week 8 Tuesday Dec 12, <i>8:30am - 12:30pm</i>	Lab Session #3: Pitch Preparation and Evaluation <i>Skills: Project planning and implementation, storytelling, pitching and public speaking measuring success and evaluation.</i>
Week 9 Wednesday Dec 20, <i>12:30 - 2:30pm</i>	Demo Day: Teams present (all employees encouraged to attend)



GOALS

- Cross-departmental teams to learn skills necessary to improve a shared challenge
- Develop capacity for first cohort to become mentors for subsequent cohorts (train the trainer)
- Introduce human-centered design skills and provide tools for implementation and evaluations
- Build trust and deepen empathy among colleagues, between departments and with the community to facilitate more collaborative problem solving

TOGETHER SAN RAFAEL GUIDING PRINCIPLES

OUR VISION

...where do we want to go

A citywide effort to improve service delivery and make San Rafael a great place to work.

OUR MISSION

...how do we get there

Brings together all City Employees to create, implement, and celebrate innovative solutions to organizational and community challenges.

GUIDING PRINCIPLES

Together in Service

- Collaborate across departments
- Appreciate diverse perspectives and help others succeed
- Assume positive intent

Start with Community Needs

- Cultivate trust
- Design services with "customer" in mind
- Convene and co-create



Find Something to Say Yes To

- Take risks and try new things
- Seek creative solutions
- Create an exceptional customer experience

Reimagine the Status Quo

- Find the root problem
- Ask "why" we do it this way
- "Fail" fast, learn, and try again

Practice Openness

- Communicate well and often
- Be open to change
- There's always more to learn

Be Mindful

- Every interaction creates a story
- Be fiscally responsible
- Honor those we serve with integrity



PARTICIPATION COMMITMENT

By joining the Learning Lab, you are giving your personal commitment to attend each session and participate in the group work outside of each course.