<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Design</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Design Thinking Practice</td>
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<tr>
<td>TSC Description</td>
<td>Manage design thinking methodologies and processes to solve specific challenges for the organisation, and guide stakeholders through the phases of inspiration, empathy, ideation and implementation</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
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<td>LNS-ACE-3014-1.1</td>
<td>LNS-ACE-4014-1.1</td>
<td>LNS-ACE-5014-1.1</td>
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<tr>
<td>Apply design thinking methodologies and execute design thinking processes to challenge norms and conventions in the organisation</td>
<td>Facilitate and guide stakeholders to apply design thinking methodologies and processes for the organisation</td>
<td>Establish effective design thinking processes, methodologies and frameworks to proliferate design thinking across the organisation</td>
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**Knowledge**

- Concept of design thinking
- Importance of design thinking
- Traits of a design thinker
- Stages in the design thinking process
- How design thinking is used in other organisations
- Methods of applying design thinking for the organisation
- Prototyping methodologies
- Concept of innovation management
- Latest trends in design thinking
- Drivers of organisational growth and success
- Concept and principles of resource management
- Project management tools and techniques

**Abilities**

- Apply design thinking methodologies to define design problems and generate new ideas for the organisation
- Uncover opportunities for applying design thinking across the organisation
- Utilise metrics to benchmark and measure outcomes of design ideas and solutions
- Implement plans to embed design thinking across the organisation
- Facilitate the development and execution of design
- Articulate to team members the principles and concepts of innovation, creativity and design thinking processes
- Equip stakeholders with the mind set to develop design thinking approaches as strategies for creativity and innovation
- Facilitate the appropriate use of design thinking processes and methodologies by participants
- Integrate design thinking methodologies into processes to drive innovation across the organisation
- Develop strategies to proliferate design thinking across the organisation
- Synthesise information from different sources and stakeholders in order to fully understand the needs of end users
- Drive the development of new strategies to enhance products and/or
| concepts through prototypes<br>• Present and communicate the design outcomes and process for design ideas | Establish metrics to measure outcomes of design ideas and prototypes<br>• Frame design concepts in alignment with the organisation’s strategies and values<br>• Promote design thinking as a tool for solving problems and challenges for the organisation<br>• Remove obstacles and hindrances to implementing design thinking for the organisation | Engage stakeholders during the design thinking process to uncover the motivations behind their actions and behaviours<br>• Cultivate design thinking as a viable tool and methodology to foster new innovations for the organisation<br>• Lead design thinking projects across the organisation |