University of Mauritius Innovation Week.

The Habits of Innovators - James van der Westhuizen

Take out your phones!
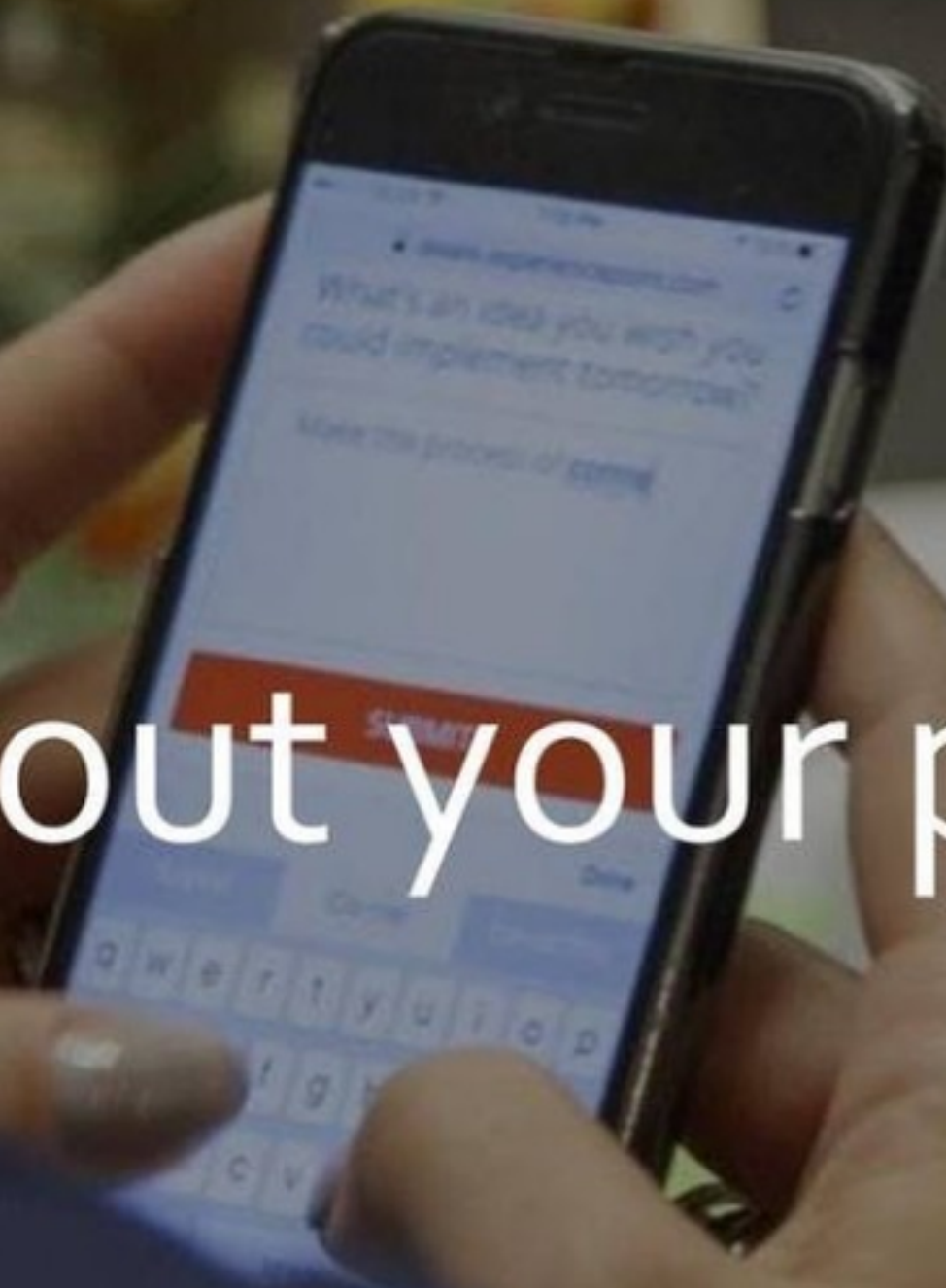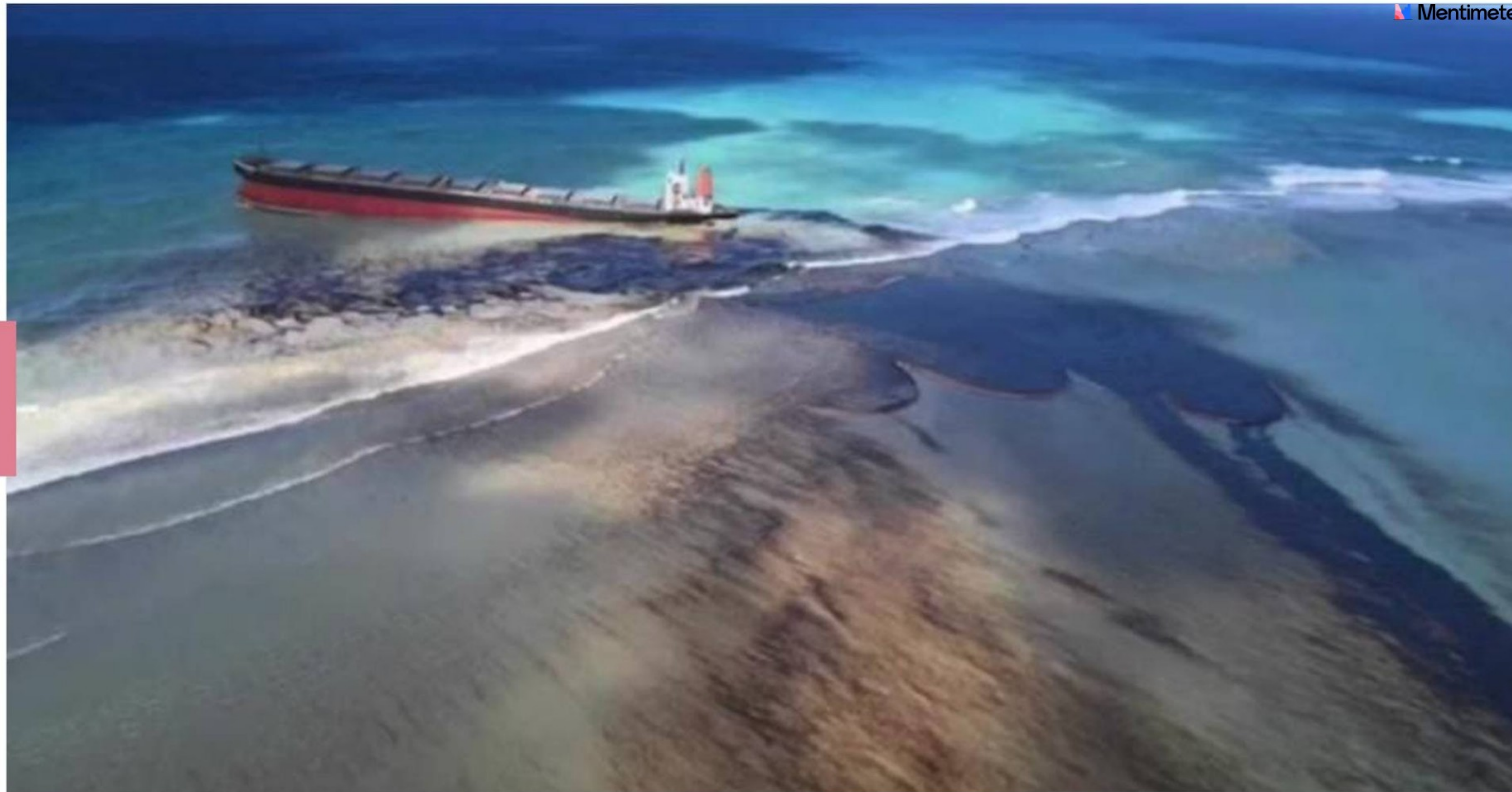
What makes you angry?

What do you do with your frustration & anger?
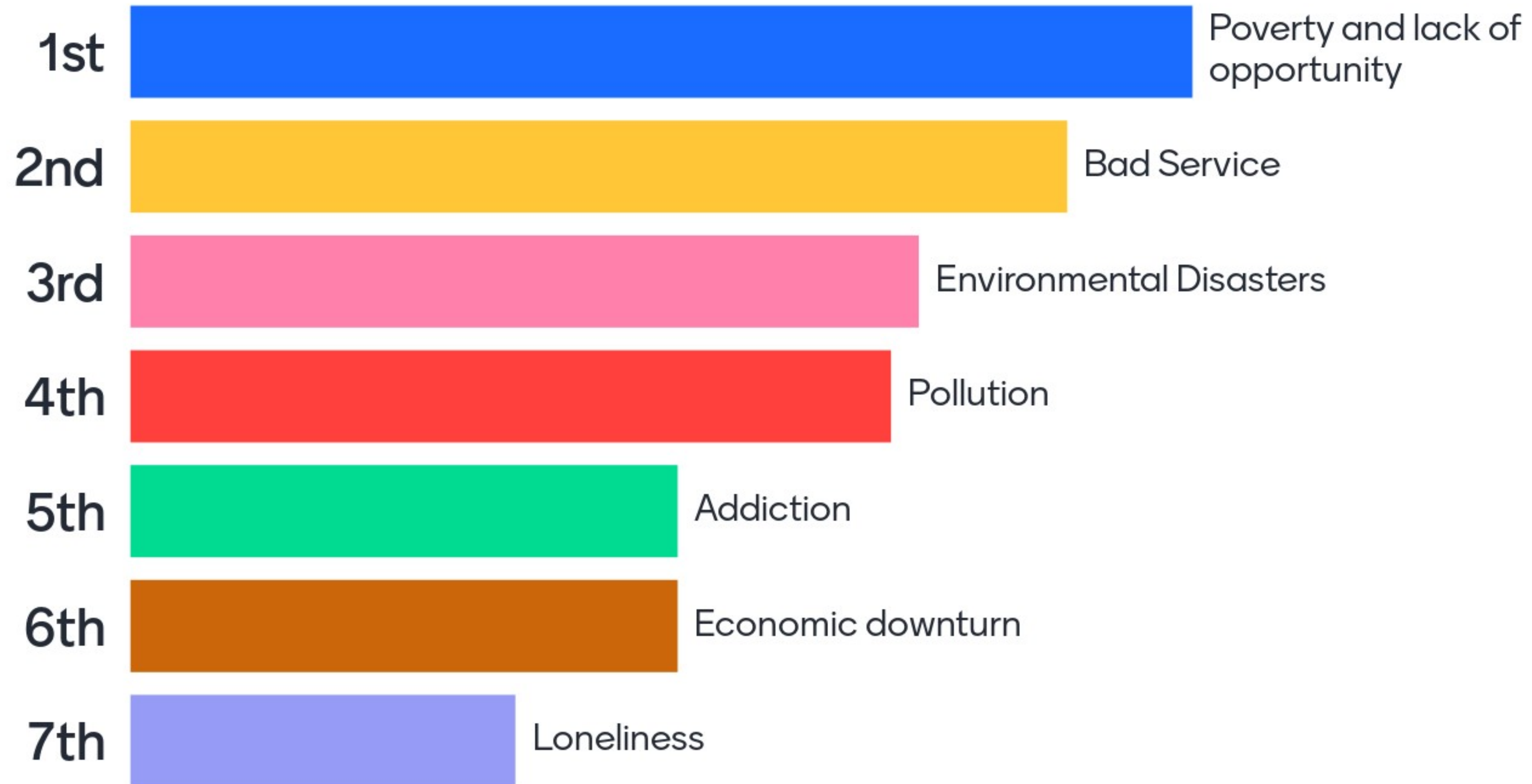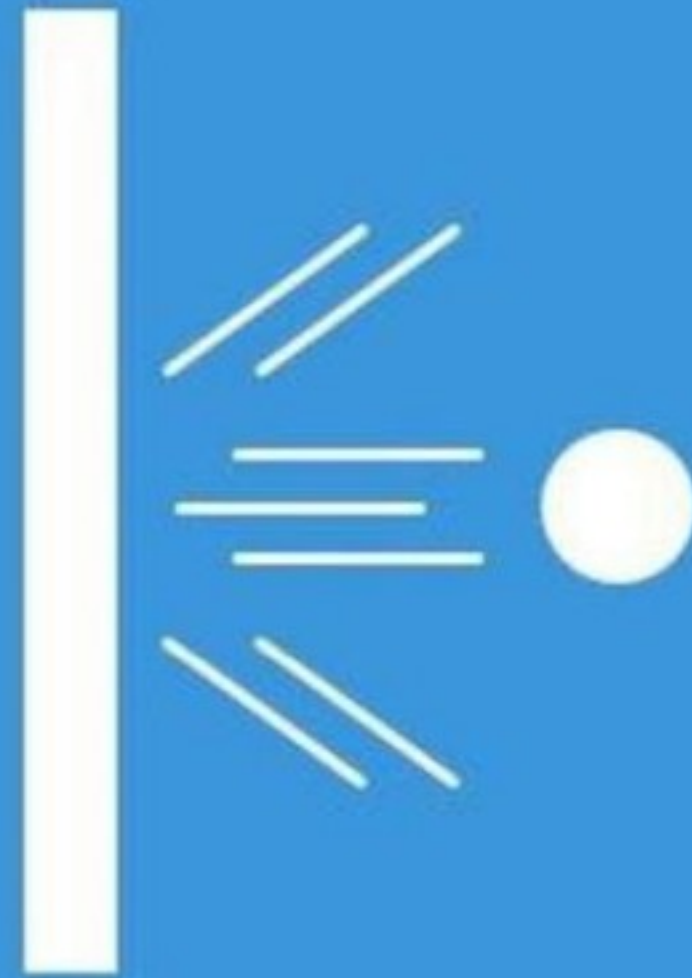
Fragile

Robust

Antifragile

What gets better under pressure? Give me some examples of Anti-Fragile things.

shock absorbers

Slime

Good

Diamond

Willpower

Relationship

Muscle, play dough

Performance and innovation

Gold

42

What gets better under pressure? Give me some examples of Anti-Fragile things.

Will-power	Human beings	Performance
Rubber	Confidence	Life
Rock	Positivity	Innovation

42

What gets better under pressure? Give me some examples of Anti-Fragile things.

Determination	Character	friendship buddies
Performance	Confidence	Parents
Efforts	Champagne	Relationship

42

What gets better under pressure? Give me some examples of Anti-Fragile things.

Motivation	Strong	Fitness
Brain power	Spiritual	Trust
Efforts	Faith	Faith

42

What gets better under pressure? Give me some examples of Anti-Fragile things.

time	Inner peace	Mi d
Mind	creativity	Diamond

42

Dissent

Imagine

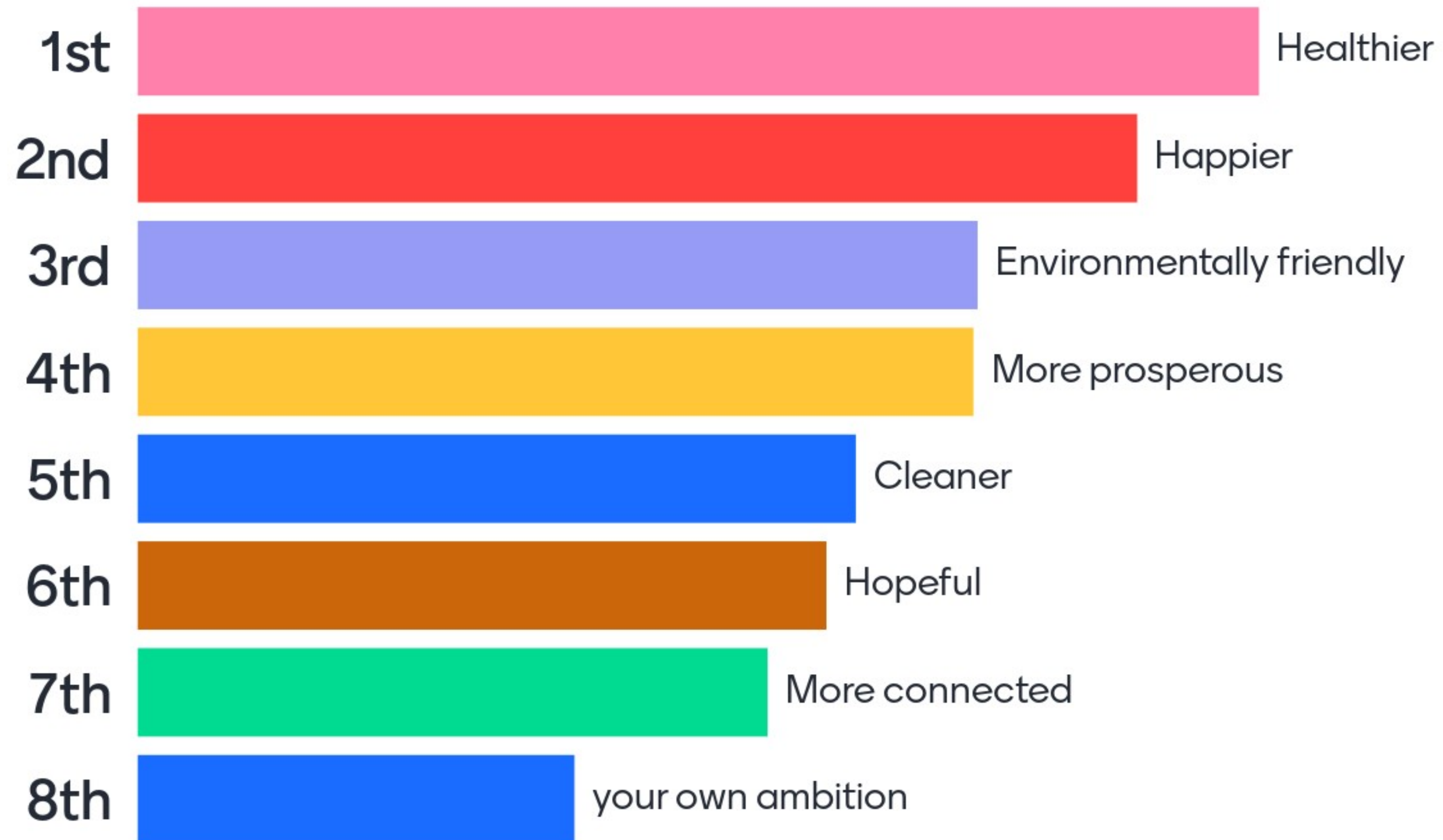"Think of your problems as a gift – get out there and fix them" - Rita McGrath
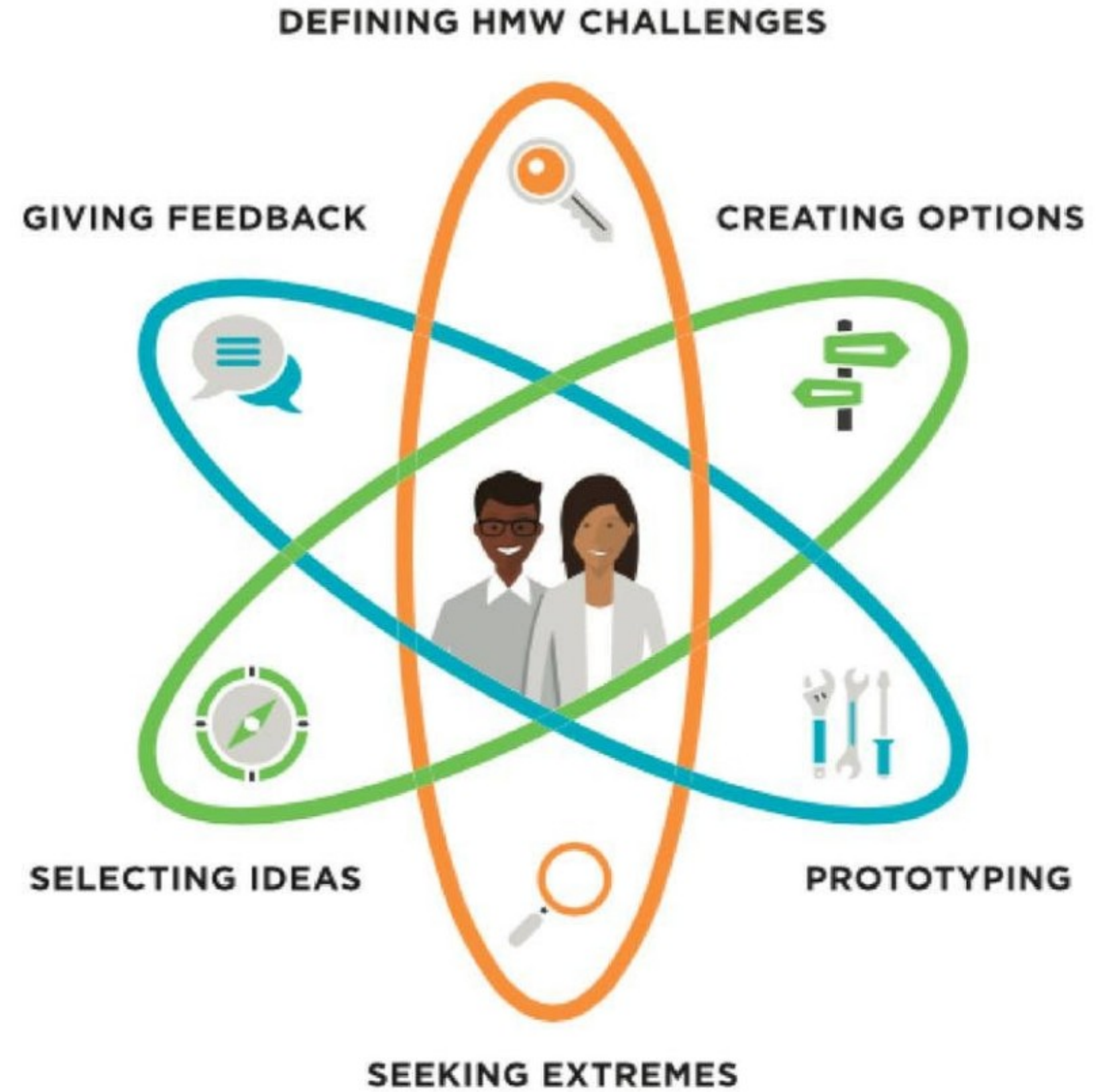
Imagine a better Mauritius

Select a Gift

Our Quick Journey today

DEFINING HMW CHALLENGES

GIVING FEEDBACK

CREATING OPTIONS

SELECTING IDEAS

PROTOTYPING

SEEKING EXTREMES

BUILDING INNOVATION CAPABILITY
Experience a better way to innovate

Standing alone, each ExperienceInnovation workshop unleashes new ways of both "thinking and doing".

Together, our family of workshops provides a tangible method of supporting organizations, as the seek to build a culture of creativity and innovation.

ExperienceInnovation | Aware

Design Thinking Creative Habits
90 minutes

ExperienceInnovation | Learn

Design Thinking Essentials
Half or Full Day

CREATIVE HABITS

- ⬭ Inspire New Thinking
- ⬭ Imagine New Solutions
- ⬭ Implement New Ideas

DEFINING HMW CHALLENGES

GIVING FEEDBACK

CREATING OPTIONS

SELECTING IDEAS

PROTOTYPING

SEEKING EXTREMES

Mentimeter

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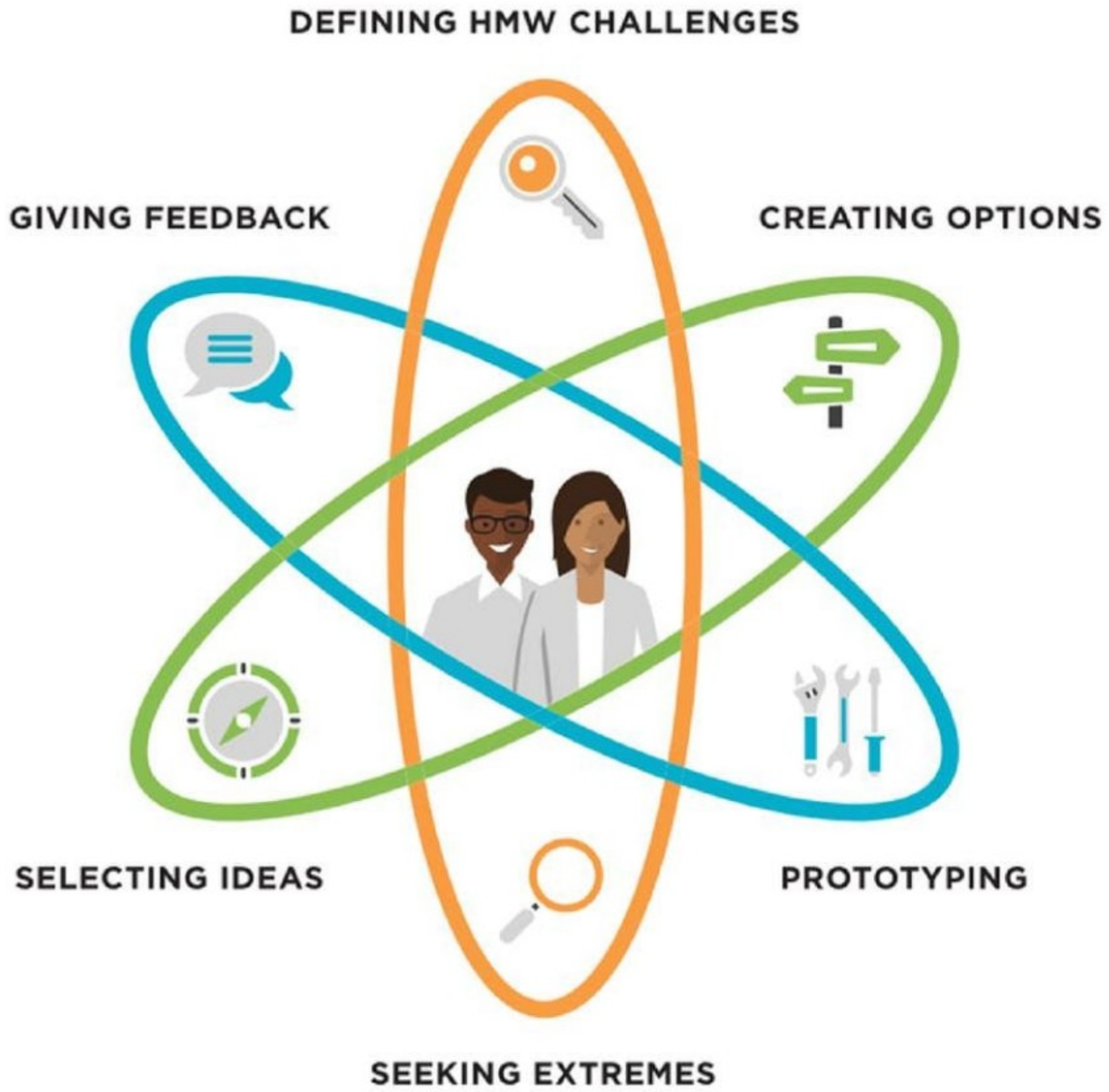
Creativity is a powerful and underutilized force.

Those that approach their work with a set of simple creative habits make the world better for us all.

WHAT IS A HABIT?

CUE

A trigger that catalyzes a routine.

ROUTINE

An approach or behavior that results in a creative outcome.

REWARD

Benefits of a creative outcome that reinforce a trigger response.
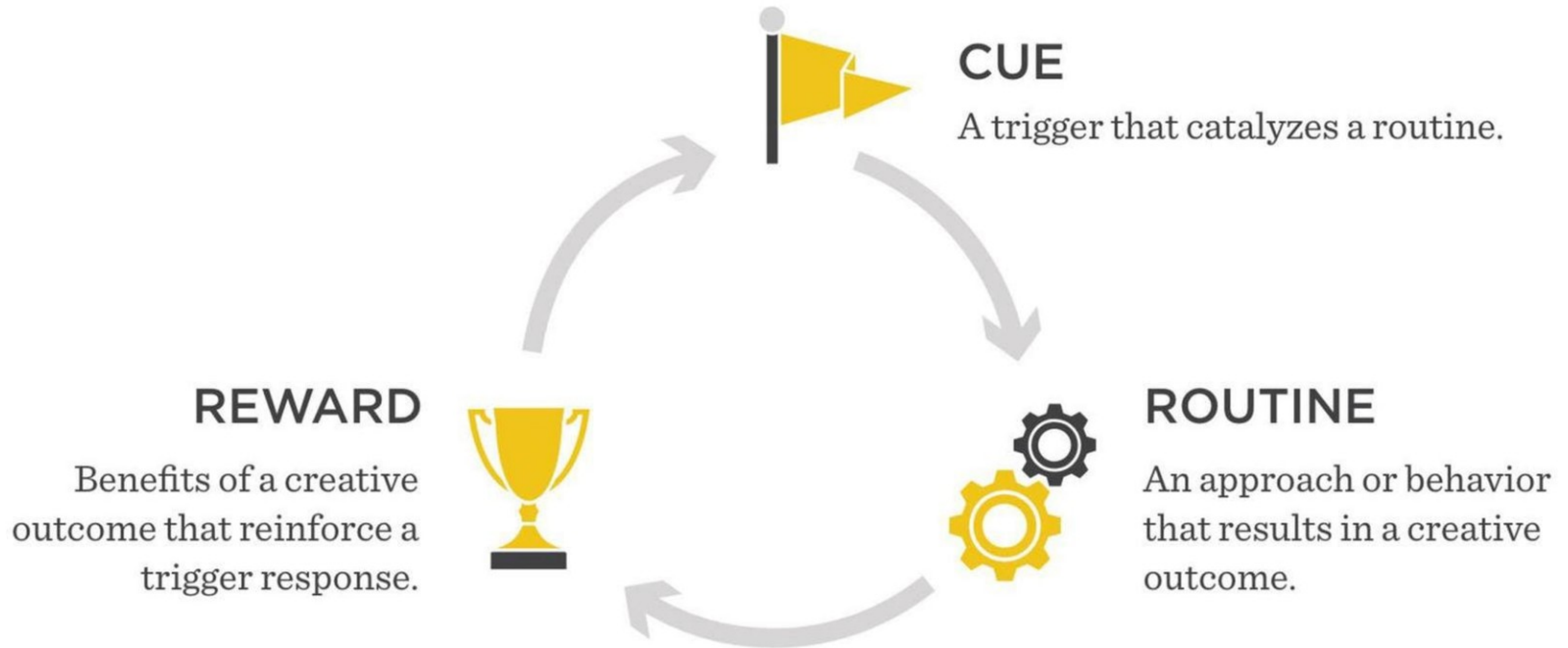
DEFINING HMW CHALLENGES

*Fall in love with a problem,
not a solution.*

What is an idea you wish you could implement tomorrow?

pease, respect and brotherhood

No negative impact on nature

Unity

Covid 19 vaccine

Eradicate poverty

Healthier lifestyle

No more wars

More smiles on faces

Efficiency and accountability

45

What is an idea you wish you could implement tomorrow?

No racism	Close the dogital divide	Equal opportunity
Covid-19 vaccine	Improve efficiency	How do get down to basics and live happy
A healthier population	Free Health service to all	Water to all

45

What is an idea you wish you could implement tomorrow?

Meritocracy

meritocracy, transparency, emotional connect

I would love people to love each other and not fight over racism and genders and just love each other.

Make the world Covid-19 safe tomorrow

Accountability and transparency

Universal basic income

Equal opportunity

General agreement Liverpool FC is the best

Inclusive education

45

What is an idea you wish you could implement tomorrow?

Happiness

More innovations

Getting people with free time reading for underprivileged young children

Honesty

Corruption free

Read minds

Equal opportunities

No frauds

Magic potion for eternal life

45

What is an idea you wish you could implement tomorrow?

Eradicate racism

How to recentre our living

Less arrogance

Mutual respect among human beings and to animals

Corruption

Equity

Water for everyone

Access to sports facilities to all.

Provide better medical support for the vulnerable

45

Work with a colleague to rephrase your idea:

Who are you trying to help with your idea?

What is the benefit for the user?

How might we help the user achieve the

benefit?

24

How might we help X with Y?

Through effective communication

Education

Better services

Go towards them

Retaining talents and creating equal new opportunities and promote meritocracy

Through education

Communicate honestly to bridge the gap

Everyone should assume their responsibilities of theirs action and work together to stop corruption

Through donations we can help poor People

How might we help X with Y?

Policy decisions

Help the poor with basic neccessities

We might help criminals with rehabilitation.

how might we promote peace, respect and fraternity throughout the world

Help the youth through more equal opportunity and transparent recruitment

help poorer housholds with financial literacy by providing effective educational content early on.

How might we help kids with addiction ?

How could we help people live happier with less.

qualified people to work in their field of expertise and by-passing lobbying

41

How might we help X with Y?

Through proper chanelling of vulnerable people to the concerned institutions

How might we help the population in adopting a healthier lifestyle.

Spend more time with elderly people to ease their loneliness

How might we help our citizens eat healthier foods?

How might we help The population with a biofertiliser For healthy eating

How might we help to bridge the gap between the poor and rich?

How might we help to stop racism and discrimation?

How can we help women being independent from abusers..

Giving them opinions to come over drugs and also to reduce child abuse. Helping each individuals to bring a smile on their face and help the poorer one.

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How might we help X with Y?

How might we help students engage more constructively in education?

Make more use of meratocracy

Meritocracy and transparent procedures for recruitment

Help youth to have compassion and empathy

How might we find happiness without depending on other

How might we help underprivileged young children form healthy beliefs about the value of educational?

How might we help parents collaborate more with teachers to implement innovative pedagogies?

How might we help ourselves to move away from egoistic behaviour

How might we help the population to be less arrogant?

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How might we help X with Y?

How can we help timid students from bullies

How might we develop more collaborative networks

How can we help the inequality brtween men and women?

.

No violence

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SEEKING EXTREMES

Average needs often inspire average solutions.

INSPIRE NEW THINKING

Identity Extreme Users
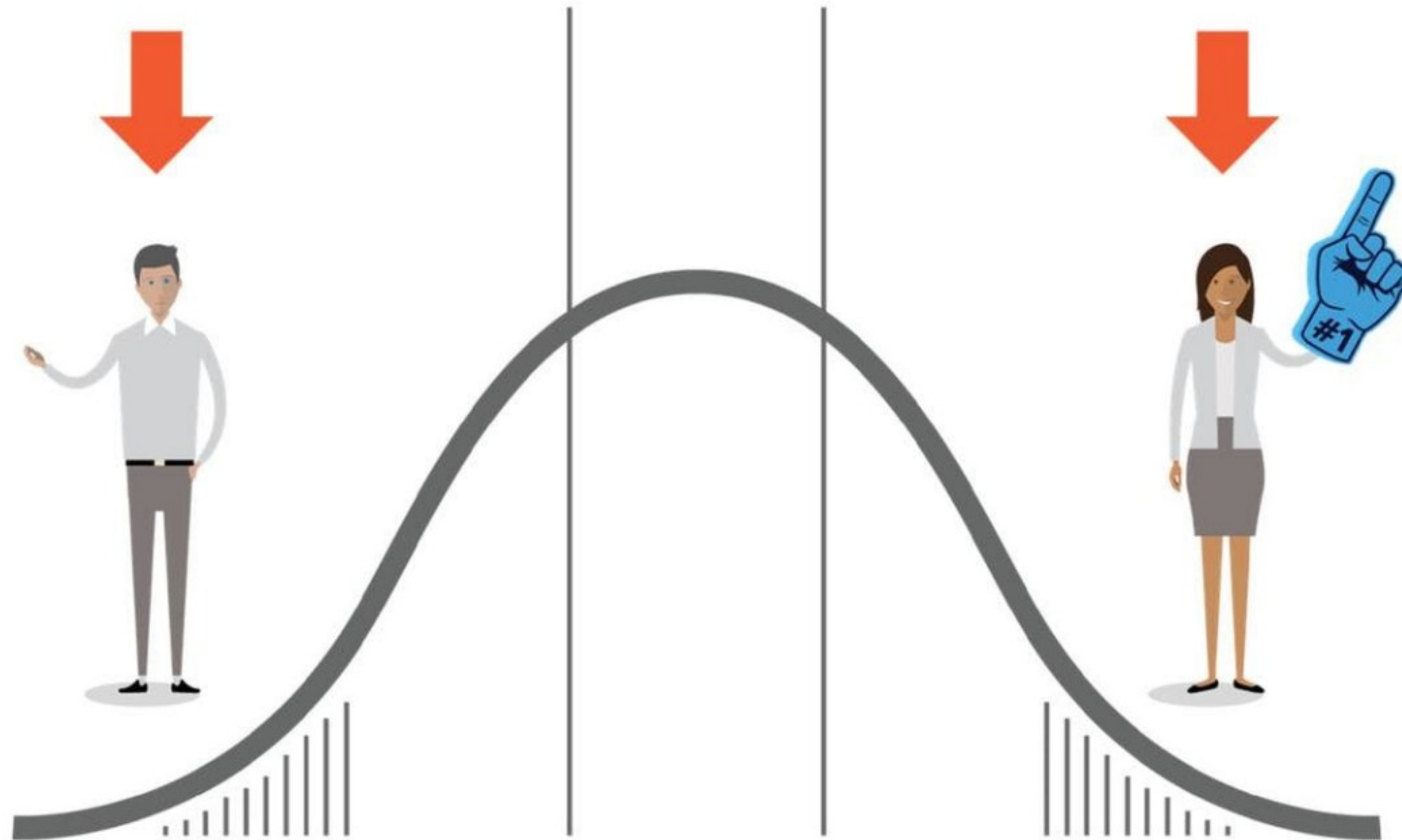
© IDEO

Who is passionate or experienced with my topic?

Doctors	Nutritionist	A statistician
Farmers	Social workers	Educational Change evangelist
Nutritionist	Mother	Decision maker

48

Who is passionate or experienced with my topic?

Parents, teachers and psychologists	Judge	Expert in design thinking
Data scientists	Architect	Educators
Politicians	Economy as a whole	Teachers

48

Who is passionate or experienced with my topic?

peace advocates	Teachers	Philanthropist
A design thinking master	Scientists	Lawyers
Climate change activists	Psychologist	Prime minister

48

Who is passionate or experienced with my topic?

Mentor	Lawyers	Eco Sud NGO
Engineer	economists	Economists
Pious persons..	Engineer	Elders

48

Who is passionate or experienced with my topic?

Students	Experienced colleague	Social worker

Social workers, NGOs working in this area	Pokicy makers	A chef

Underprivilege children	Politicians	An arrogant man

48

Who is passionate or experienced with my topic?

| superstar students.. | Old person | Become a billionaire and buy an island of my own |

48

Who is unfamiliar or inexperienced with my topic?

Student

Children

Someone eating fast food on a daily basis

Outgoing Friend

A hawker

Teenagers

A labourer

Poor people

Parents

29

Who is unfamiliar or inexperienced with my topic?

Underpriviledged	Politicians	drugs addict
Parents	war mongers	Teenagers
Grandparents	Politicians	Political leaders

29

Who is unfamiliar or inexperienced with my topic?

Elders	Laggard lecturer	Rich kids
A cleaner	Elderly	Privileged parts of the population
Parents	Teens	Rich people

29

Who is unfamiliar or inexperienced with my topic?

Politicians

Youth

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CREATING OPTIONS

The best way to have a good idea is to have lots of ideas.

Work with a partner and generate some ideas

3 Ideas that are easy to do:

3 Ideas that are impossible to do

1 Idea that needs unlimited money

1 Idea that would be illegal

47

Share your wildest idea!

Kill all politician

Jumping from a helicopter

Making everyone unlimitedly resourceful.

Hiking on Jupiter

Hope that common sense always prevails

Long lasting condom

Close all McDonald's and KFC.

No more examination

Castration of sexual abusers

36

Share your wildest idea!

give everyone unlimited knowledge through the use of chipsets to implement the Internet in our brain

I want to have wings

Life imprisonment for world manufacturers of agrochemicals

Be on on an island like Robinson Crusoe and start afresh

Becoming friends with whales and sharks

Be able to read minds

Becoming the next batman

Memorizing all the sections of the law

Shoot all racists in the backside

36

Share your wildest idea!

The phoenix rising from the ashes

Genetic engineering humans

to be foreever young wealthy and never die

TRAVELLING THE WORLD FOR FREE!!!!!!

Kill all rapists

Re populate Our Island to change mindset

Compulsory community work for all adults

Publication of list of people recruited with their qualifications

No more class tests

36

Share your wildest idea!

Living in sea all life

Wake students up to attend 9 am lectures

Having unlimited food

Close all the gyms

Use veritaserum on every criminals

create an app to make people happier

Change mentality for more meritocracy

My idea is to be able to scan all food and know the calorie content and nutritional values for healthier weight management.

force mistakes to happen

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Creating Options

CUE

Need to generate ideas.

ROUTINE

Work with others and push your thinking.

REWARD

Out-of-the-box ideas!

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SELECTING IDEAS

Explore the potential rather than the proven.

MAKING CHOICES

Too often, we will choose the option that is easiest and safest because we've seen it work before.

CRITERIA FOR A GOOD IDEA

Novel, exciting, and understandable.

Meets a real user need.

Addresses your Defined HMW Question.

Work with a partner & select your favorite idea & share it here

How to get Universities to impact more on Society?

To meet the one from whom I seek inspiration from and ask for lots of advices

Provide a panic button to timid students that can be carried everywhere around school and used when bullied

Produce a bio soap

My idea is to make healthy food affordable and widely available.

USE Artificial Intelligence for meritorious recruitment

Remember everything I read do and think

Provide water to all across the world

Be confident enough to look at certain lecturers straight in the eye

46

Work with a partner & select your favorite idea & share it here

The bullies of lecturer

How to make people more rational in their thoughts

Becoming successfully and marrying my partner sitting right next to me

Cheap and healthy lunches provided at school

Creative use of digital tools to embed inclusive authentic and participatory pedagogy.

To reflect on the next big challenge the world is going to face.

when i think of something i can directly communicate it to my tablet

The bullies of our dear lectures

moral values classes to children as from their young age

46

Work with a partner & select your favorite idea & share it here

Revalue all land in Mauritius to bring food security.

Someone encouraging you forward

Teach karate to bullied kids

Internet access made free to everyone

Building more social centres to help the society

Adopting stray animals

Online advocacy

Teach children to be friends with anyone no matter their colour or ethnicity or religion, and not scolding them or making faces when they do

My idea is to have a sort of a personal digital device which can quickly identify pain without having to go a doctor.

46

Work with a partner & select your favorite idea & share it here

Develop the interpersonal skills of kids

Start working out

Be more responsible on the road

I wish i could meet my deceased granddad again

Reduce the inflation rate to make goods more affordable- reduce poverty

Change mindset of narrowminded people

More volunteering

Decolonise education

Using light sources for wireless internet signal transmission.

46

Work with a partner & select your favorite idea & share it here

A chip in all humans to prevent them from doing wrongs

Soap with holes so that th.e soap does not slip

Reskill people

Health council

Provide anonymous help online to women abused.

Providing good education and communication for a better society

Training all restaurant owners to provide healthy food optiond

neutral body to assess potential in candidates for a post

Allow students to co-create the curriculum

46

Work with a partner & select your favorite idea & share it here

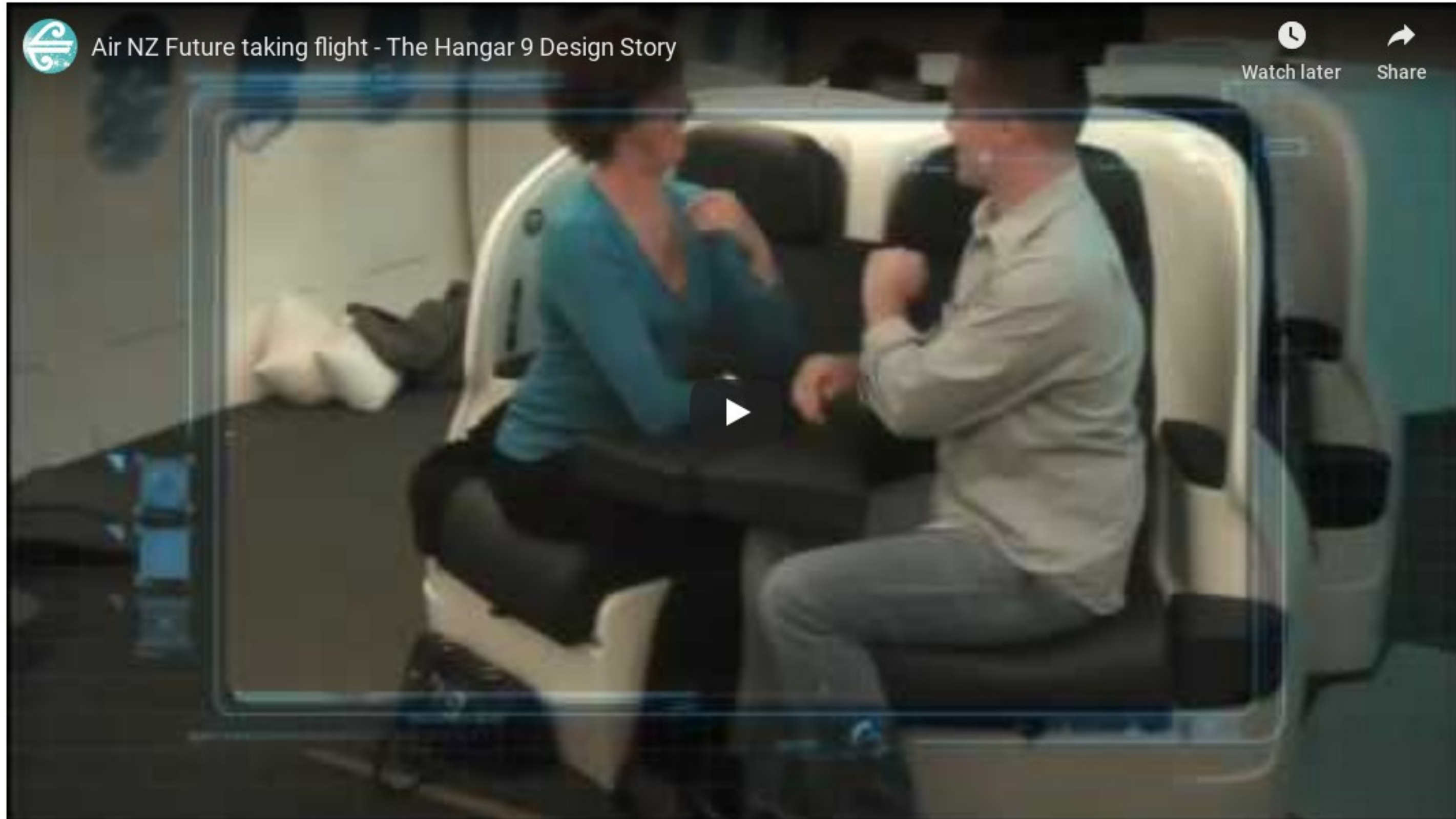Develop games to stimulate thinking

46

PROTOTYPING

Fail early to succeed sooner.

Air NZ Future taking flight - The Hangar 9 Design Story

Watch later   Share

How Air New Zealand re-imagined the long haul flight experience

What did you notice?

Real users feedback

Limitations were identified

Allowed to make corrections

Empathy mapping

experimenting with people's habits

Loads of experimentation.

No limits

Any ideas were welcome.

Explore all avenues

What did you notice?

Problems to refine

Getting the views from real end users

Experiment ideas to get the best solution

human interaction

They tried all crazy ideas

Constraints

They had no idea of the end in mind

Teamwork

Not optimal achievement

36

What did you notice?

Feedback is key	All alternatives considered	Perseverance
No fear	Confidence	Comfort & human behavior
Client oriented	Respond to user feedback.	focusing on user experience

36

What did you notice?

3 years!!

Innovation

Keep exploring

Failing was possible

force mistakes to happen

Freedom to think

Pilot testing

they are not stopping here

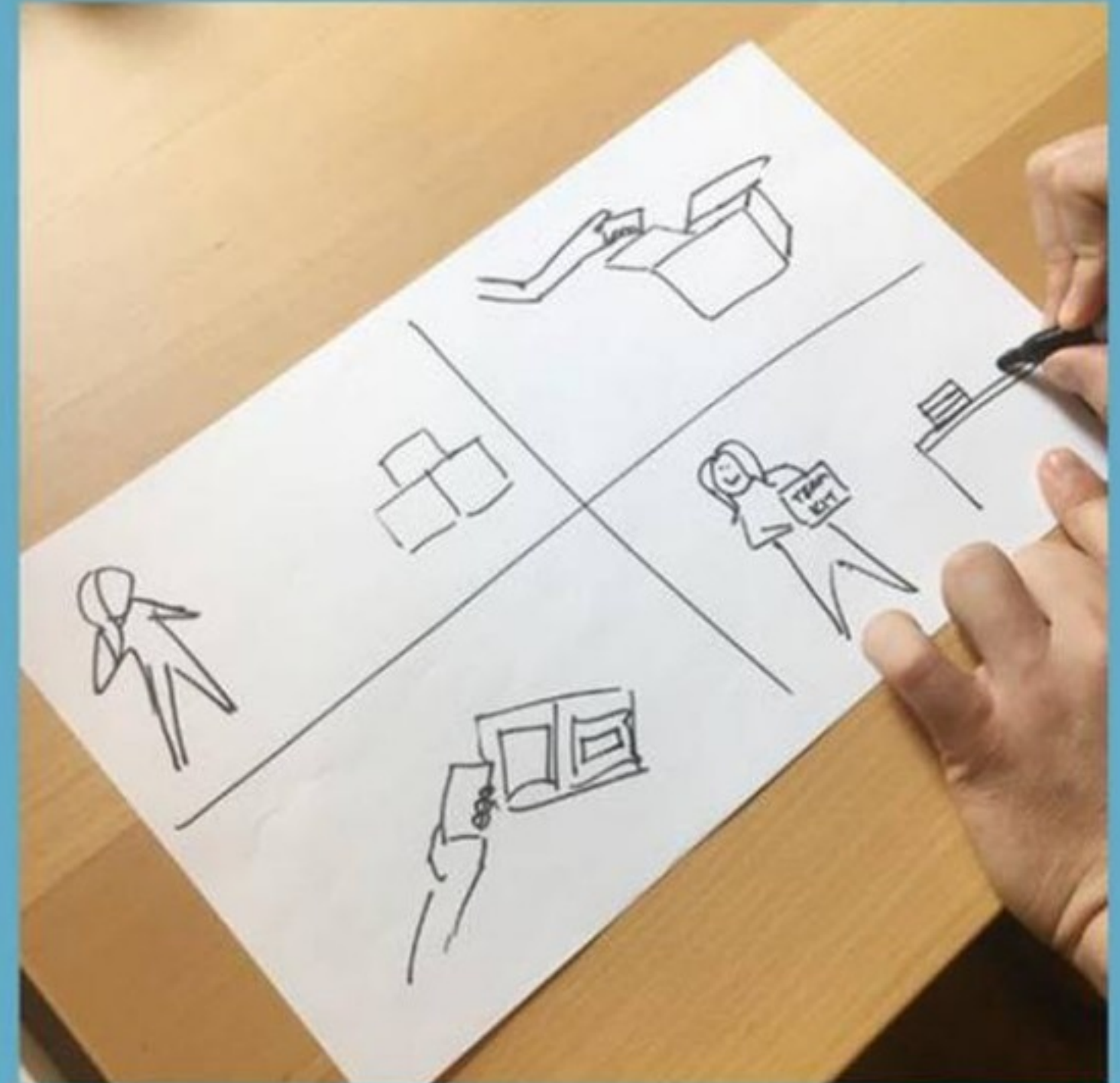importance of expertise available

36

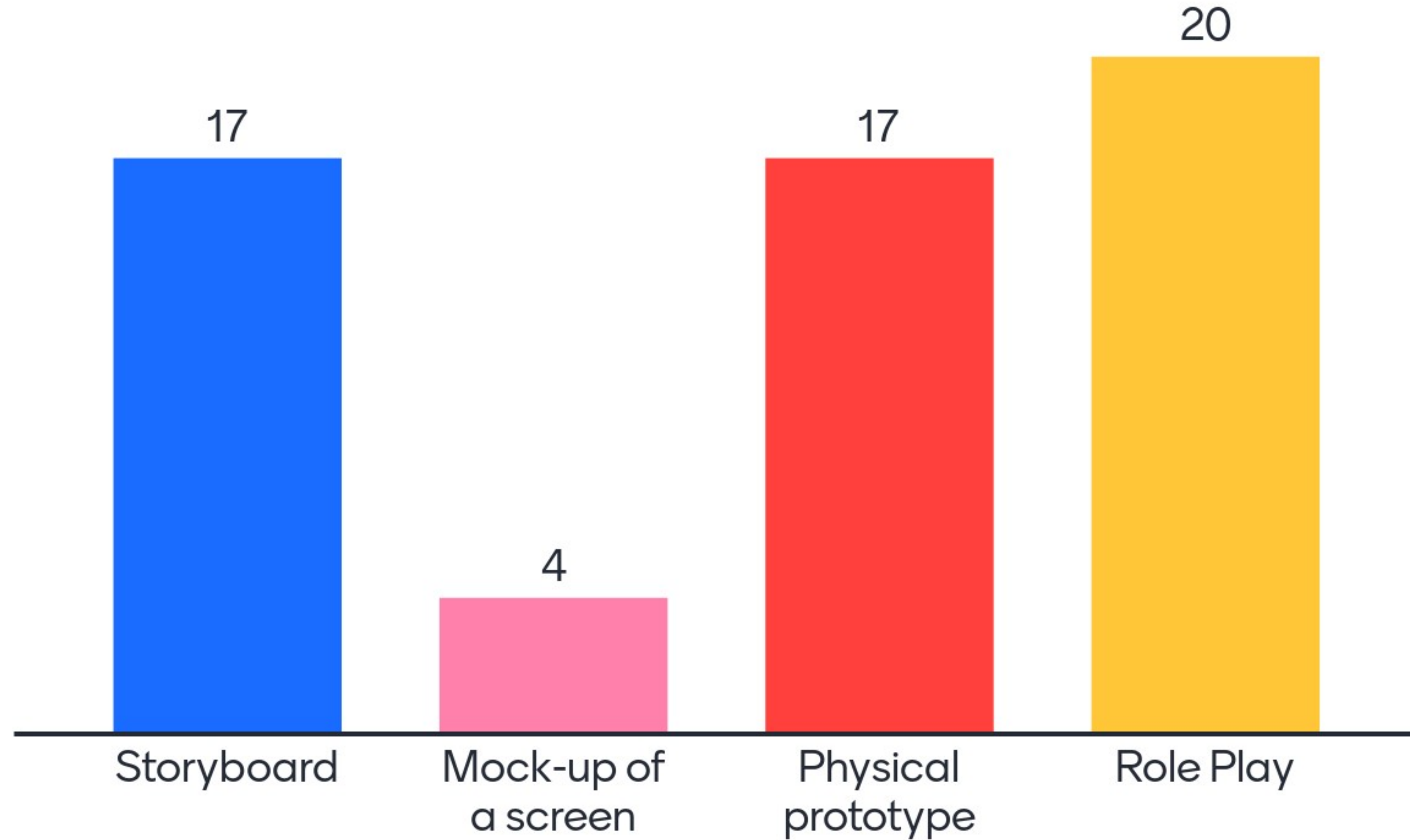**BUILD A PROTOTYPE OF YOUR IDEA**

Physical Product

Mock Interface

Storyboard

Prototyping

CUE

Have an idea to pursue.

ROUTINE

Start with low-risk, quick and easy prototypes.

REWARD

Less money wasted on flawed ideas!

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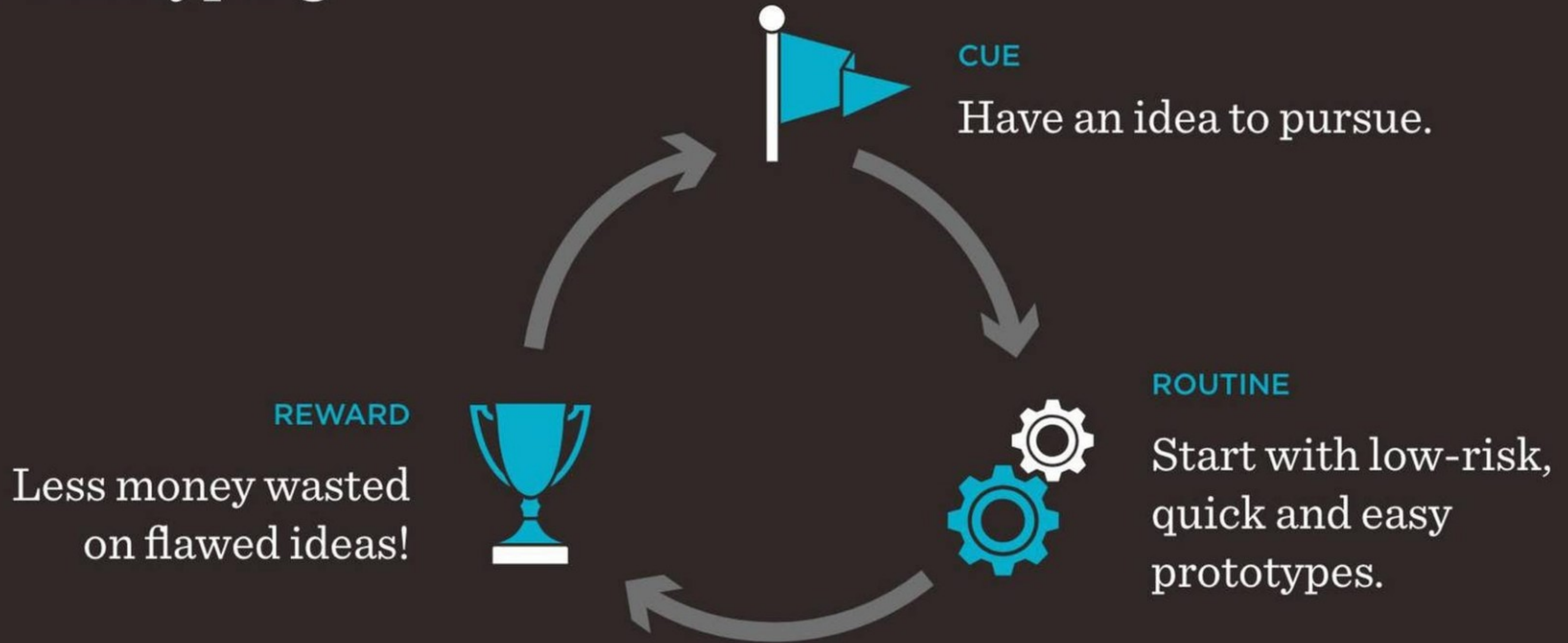
GIVING FEEDBACK

The world is often unkind to new creations. The new need friends.

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Mentimeter

Feedback! I Like - I like - I wonder - what's the best feedback you got?

Hey this is interesting

Role play:-interactive -boost confidence -brilliant

Interactive and 2 way communication..... ⭐ Boosting up confidence levels...Marvellous....

Feedback that inspired me to explore different avenues..things I had not thought about..showing the breadth of experience and openness of the person giving feedback

I like the lavender perfume and essential oils of the bio soap .

I get the opportunity to think and analyze things.

you have great idea buddy

Great idea, how can we work together to improve it.

Stop wasting your time!

39

Feedback! I Like - I like - I wonder - what's the best feedback you got?

This is good i am going to use it in my class

Go ahead and make it

we need to do that in team buddies

Ingenious! You will be the pioneer.

I like this i am going to use it

How soon can we implement that for real

Nice job buddy

Go for it

I will also try it

39

Feedback! I Like - I like - I wonder - what's the best feedback you got?

Yes you can!

Interesting

What's the next step?

needs testing to see if it will work on the real world

Lets do it

Carry on great

Too ambitious

Keep trying

I wonder whether the soap will be foamy enough

39

Feedback! I Like - I like - I wonder - what's the best feedback you got?

hey buddy im not sure i understand

No pain no gain

Goog one

Need financing

This is suicidal

Looks like reinventing the wheel. Do your homework.

Good one

Difficult to implement due to current legislation

Keep up

39

Feedback! I Like - I like - I wonder - what's the best feedback you got?

👍👍👍👍	From where you are what would you advise Mauritius-	What are the strong indicators of an entrepreneurial university

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Giving Feedback

CUE
Providing feedback on an early-stage idea.

ROUTINE
Use "I like, I like, I wonder..."

REWARD
Awkward ideas can grow into great solutions.

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Sample Journey

Your Idea for a solution:

Online dashboard to show the progress of a submitted claim

Became a Question:

How Might We help insurance users obtain transparency of their claim submission?

You identified extreme users to inspire new ideas:

People who have never submitted a claim & People who value 'up to the second' updates

You then brainstormed and selected a new idea:

A meter that shows you the status of your submitted claim

Which you prototyped to learn more and shared with your colleagues for feedback:

I Like - "It's automated", "It's a visual representation of what's been completed and how much is left to go"

I Wonder - "If I can include a summary of activities that have been completed depending on what the stage the submission is in"

Ask me anything

14 questions
4 upvotes

How was the session? One word feedback

We are living in Transformational times

Thank you & go change the world!

Thank you! (www.knowhouse.co.za // james@knowhouse.co.za)