

Models & Tools

Stage	Policy-making stage model (Dye)	Five stages of the Policy Cycle (Howlett, Ramesh & Pert)	Applied Problem Solving	Design Thinking IDEO	Design Thinking d.school	Design tools (d.school)	Design Council's Double Diamond	Darden Business School	Design tools (Liedtka)	Design Innovation Process (Kumar)	Design tools (Kumar)	Innovation Process Danish MindLab	Danish MindLab tools	Design Process UK Policy Lab	UK Policy Lab tools
Stages	0	Problem identification	Agenda-Setting	Problem Recognition	Discovery: I have a challenge. How do I approach it?	Empathize: learn about the audience.	Interviews; Shadowing; Seek to understand; Non-judgmental	Discover: insight into the problem	What is?	Research	Sense intent	Research	Theory of Change; Project focus; Project journey; Target group; Interview; Film & sound; People shadowing; User journey; Cultural probes; Perspective cards; Workshops;	Diagnose	Challenge setting; Data tool cards; Evidence safari; Hope and fears cards; Journey mapping; Personas; Policy canvas; User segmentation
	1	Agenda-Setting													
	2	Policy Formulation	Policy Formulation	Proposal of Solution	Interpretation: I learned something. How do I interpret it?	Define: sharpen key questions.	Personas; Role objectives; Decisions; Challenges; Pain points	Define: the area to focus upon	What if?	Analysis	Frame insights	Analysis	Project focus; Target group; Film & sound; User Journey; Portraits; Pattern recognition; How might we?; Priority grid;	Develop	Change cards; Crowdsourcing; Hack days; Idea days and policy jams; Idea development sheet; Sketching
	3	Policy Legitimation	Decision-making	Choice of Solution	Ideation: I see an opportunity. What do I create?	Ideate: brainstorm and create solutions.	Share ideas; All ideas worthy; Diverge/converge; "Yes and" thinking; Prioritize	Develop: potential solutions	What wows?	Synthesis	Explore concepts	Ideation	Perspective cards; Brainstorm; Explore your ideas; Concept poster; Proto- & prototypes; Future scenarios; Workshops; Test your ideas	Deliver	Prototyping; Tabletop prototyping; Touchpoint prototyping; Experience prototyping
	4	Policy Implementation	Policy Implementation	Putting Solutions into Effect	Experimentation: I have an idea. How do I build it?	Prototype: build representations of one or more ideas.	Mockups; Storyboards; Keep it simple; Fail fast; Iterate quickly	Deliver: solutions that work	What works?	Realization	Realize offerings	Testing	Interview; Cultural probes; Provo- & prototypes; Future scenarios; Workshops; Test your ideas		
5	Policy Evaluation	Policy Evaluation	Monitoring Results	Evolution: I tried something new. How do I evolve it?	Test: test ideas and gain user feedback.	Understand impediments; What works?; Role play; Iterate quickly					Implementation	Theory of change; Project focus; Project journey; Effect focus			