PUBLIC COMMENT

Submitted to: The Office of Equity Task Force

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"Design thinking" (also called "human-centered design" or HCD) is a creative problem-solving process that puts the user (target audience, community, etc.) at the center of attention to find novel solutions that deeply reflect the user's needs. Design thinking leverages deep **empathy**, **listening**, and connecting to the users, rapid and cheap prototyping, and constant iteration. Design Thinking solution strategies emphasize **diverse teams** and **psychological safety** to facilitate **inclusion**.

Design Thinking encourages, as a result of its main pillars of process, **diversity** and **inclusion** as a foundational elements of problem solving. The Equity Office has opportunity to become an advocate for Design Thinking as a framework and tool to help find inclusive ways to innovate and solve problems faced by the communities it serves.

[1] https://www.innovations.harvard.edu/blog/design-thinking-better-government-services-human-centered

[2] https://hbr.org/2018/09/why-design-thinking-works