

Learnings from Applying Human-Centered Design in a WIOA System

2023 IL WIOA Summit

Developing 'How Might We' Questions

May 12, 2023

Checklist for a good 'How Might We' Question:

- Problem is human, subjective
- Framing doesn't embed a solution
- Framing doesn't assume user's needs
- Goal is clear without dictating a specific outcome
- You care about solving this problem
- Question is broad enough for creative freedom
- Question is narrow enough to be manageable

Example:

Problem Statement: Customers often don't return after their first visit.

How might we make a customer's first visit impactful so that they are motivated to return and meet their goals?

Your turn!

Think of a challenge you are currently face in your WIOA programming (potential areas: recruitment, intake, career coaching, placement, retention, referrals/partnerships, physical space).

Problem Statement: _____

Generate 3 'How Might We' questions you could ask to address it.

1. **How might we:** _____ ?

2. **How might we:** _____ ?

3. **How might we:** _____ ?

With your partner, discuss your ideas and choose the best one. Circle it above.