



Council of the European Union
General Secretariat

READING REFERENCES

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2020

Design Thinking



Reading list compiled by the Council Libraries

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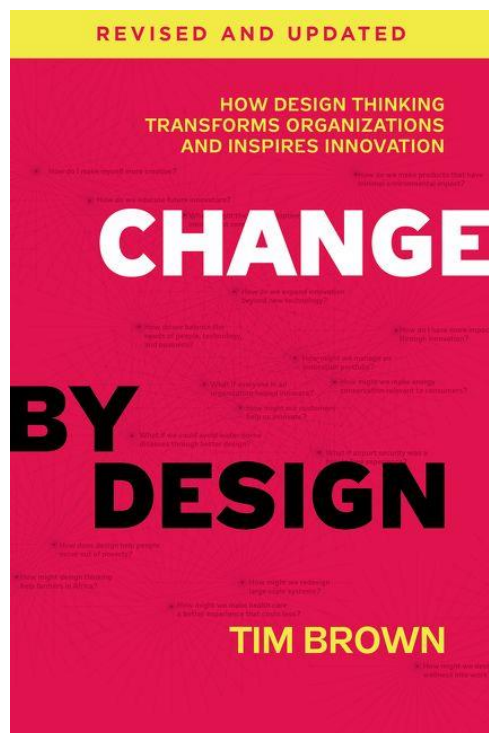
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If you are interested in any of these references, please submit your request to the Council Library. The books can be delivered to your office. Click on Request interlibrary loan via Eureka hyperlink and fill in the form, or contact Library@consilium.europa.eu

Additional resources may be added to this list by request - please contact the Council Library to suggest a title: library@consilium.europa.eu

BOOKS



Change by design : how design thinking transforms organizations and inspires innovation

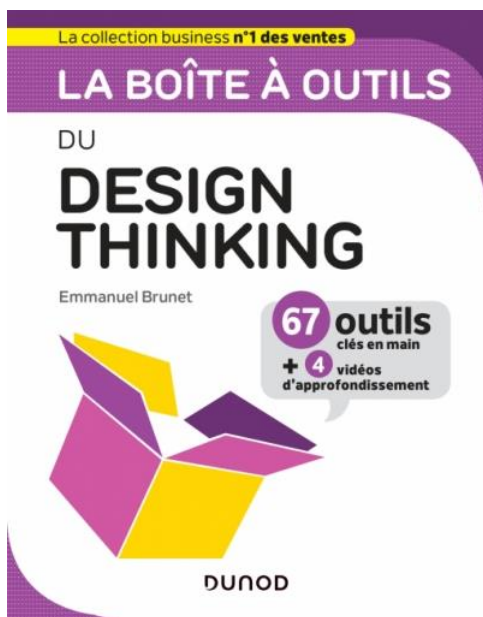
Tim Brown ; Barry Katz

New York : HarperBusiness, 2019

Available at Learning Resources Collection Management
MAN-0379

Detailed summary of [edition 2009](#), or [German edition 2016](#) via GetAbstract (If you have not yet registered to this database, you will be asked to create an account.)

"Change by Design explains design thinking, the collaborative process by which the designer's sensibilities and methods are employed to match people's needs, not only with what is technically feasible, but what is viable to the bottom line. Design thinking converts need into demand. It's a human-centered approach to problem solving that helps people and organizations become more innovative and more creative."



La boîte à outils du design thinking

Emmanuel Brunet

Paris : Dunod, 2019

[Available at](#) Learning Resources Collection Management MAN-0385

"Le Design Thinking, c'est l'ensemble des méthodes et outils qui visent face à un projet d'innovation, à appliquer la même démarche que celle qu'aurait un designer. C'est une approche de l'innovation qui fait travailler ensemble des personnes aux profils différents, les unes aux compétences analytiques comme les ingénieurs et les professionnels du marketing, les autres pourvus de compétences intuitives comme par exemple les créatifs. Cette démarche d'intelligence collective se concrétise en 5 étapes : immersion, analyse, idéation, prototypage, implémentation."



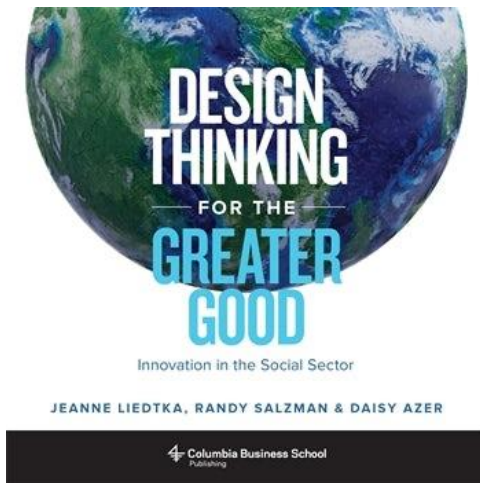
Mismatch : how inclusion shapes design

Kat Holmes

Cambridge : The MIT Press, 2018

[Online access](#)

"A computer mouse that doesn't work for left-handed people, for example, or a touchscreen payment system that only works for people who read English phrases, have 20/20 vision, and use a credit card. These mismatches are the building blocks of exclusion. Kat Holmes describes how design can lead to exclusion, and how design can also remedy exclusion. Inclusive design methods—designing objects with rather than for excluded users—can create elegant solutions that work well and benefit all."



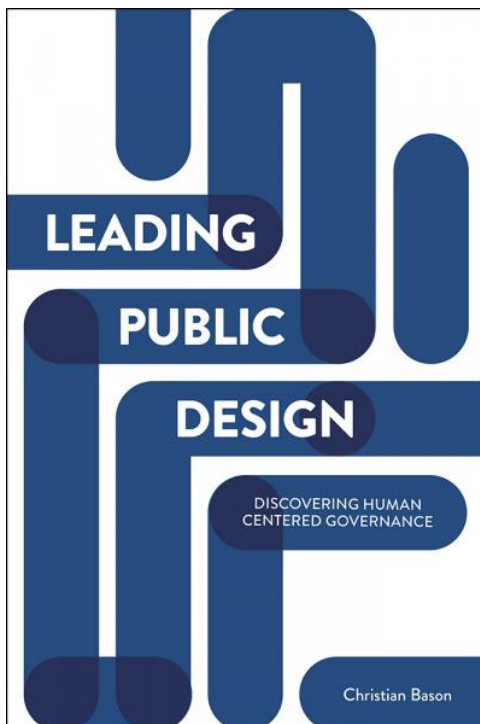
Design thinking for the greater good : innovation in the social sector

Jeanne Liedtka ; Daisy Azer

New York : Columbia Business School Publishing, 2017

[Request via Ebook Central](#)

"Facing especially wicked problems, social sector organizations are searching for powerful new methods to understand and address them. As a way to reframe problems, ideate solutions, and iterate toward better answers, design thinking is already well established in the commercial world. Through ten stories of struggles and successes the authors show how collaborative creativity can shake up even the most entrenched bureaucracies ..."



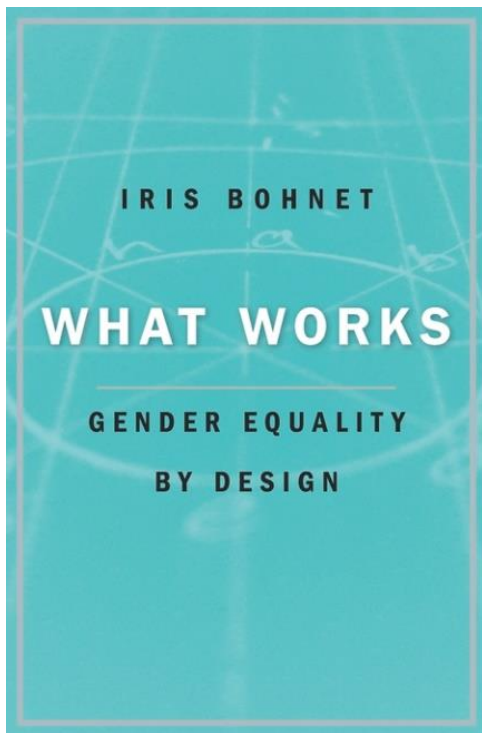
Leading public design : discovering human-centred governance

Christian Bason

Bristol : Policy Press , 2017

[Request via Ebook Central](#)

"Through detailed case studies, the book presents six management practices which leaders in government can use to involve citizens, staff and other stakeholders in innovation processes. It shows how managers can challenge their own assumptions, leverage empathy with citizens, handle divergence, navigate unknown territory, experiment and rehearse future solutions through prototyping, and create more public value."



What works : gender equality by design

Iris Bohnet

Cambridge : Harvard University Press, 2016

Available at Council Library Main Collection 104248

Detailed summary via [GetAbstract](#) (If you have not yet registered to this database, you will be asked to create an account.)

"Gender equality is a moral and a business imperative. But unconscious bias holds us back, and de-biasing people's minds has proven to be difficult and expensive. Diversity training programs have had limited success, and individual effort alone often invites backlash. Behavioral design offers a new solution. By de-biasing organizations instead of individuals, we can make smart changes that have big impacts. Presenting research-based solutions, Iris Bohnet hands us the tools we need to move the needle in classrooms and boardrooms, in hiring and promotion, benefiting businesses, governments, and the lives of millions."



Hands on design thinking

Conrad Glitza ; Rosa-Sophie Hamburger ; Michael Metzger

München : Vahlen, 2019

[Request via Ebook Central](#)

"Hands on Design Thinking richtet sich an pragmatische Macher, die etwas bewirken wollen. Die Autoren erklären den Design-Thinking-Ansatz entlang eines konkreten Fallbeispiels: Von der Recherche bis zum Brainstorming, vom Auswerten relevanter Informationen bis zum Testen eines Prototyps schauen Sie einem Innovationsteam über die Schulter und erhalten damit einen detaillierten Einblick in den gesamten Prozess. Die beiliegenden Moderationskarten ermöglichen es Ihnen zudem, bahnbrechende Ideen zu entwickeln und umzusetzen, Innovationsteams zu leiten und einen signifikanten Mehrwert für sich selbst und die Gesellschaft zu schaffen."



Das Design Thinking Playbook

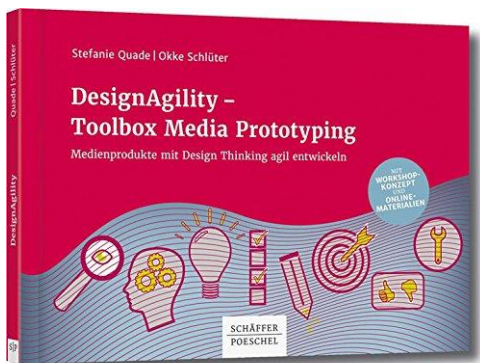
Michael Lewrick

München : Vahlen, Franz, 2018

[Request via Ebook Central](#)

Detailed summary via [GetAbstract](#) (If you have not yet registered to this database, you will be asked to create an account.)

"Das Buch bietet eine umfassende Abhandlung mit tiefen Einblicken in die Anwendung von Design Thinking. Anhand von vielen praktischen Beispielen wird aufgezeigt, welche Tools zu welchem Zeitpunkt eingesetzt werden könnten. Der Leser erfährt außerdem, welche Designkriterien in der Zukunft angelegt werden, insbesondere bei der Entwicklung von digitalen Produkten und Dienstleistungen."



DesignAgility - Toolbox Media Prototyping : Medienprodukte mit Design Thinking agil entwickeln

Stefanie Quade ; Okke Schlüter

Stuttgart : Schäffer Poeschel, 2017

[Request via Ebook Central](#)

"Der Erneuerungsdruck in der Medienbranche ist groß. Das Konzept DesignAgility greift die Design Thinking-Methode verständlich und anwendbar auf, bettet diese aber gleichzeitig in ein agiles Framework ein. Damit eignet es sich gerade für Projekte in kleinen Teams mit beschränkten Ressourcen, z. B. bei Anzeigenkampagnen, Imagebroschüren, Internetauftritten, Newslettern oder App-Angeboten. Auch crossmediale Konzepte können mit DesignAgility erfolgreich entwickelt werden."

SOLVING PROBLEMS WITH DESIGN THINKING



JEANNE LIEDTKA, ANDREW KING,
AND KEVIN BENNETT

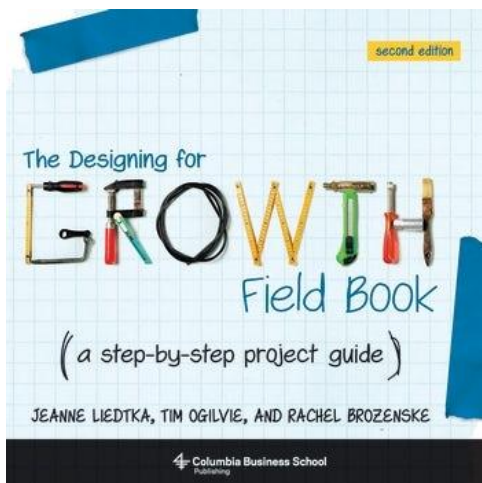
 Columbia Business School
Publishing

Solving problems with design thinking : ten stories of what works

Jeanne Liedtka ; Andrew King ; Kevin Bennett
New York : Columbia University Press, 2013

[Request via Ebook Central](#)

"Explores the adoption of design thinking across a range of organizations and geographies through interviews with those involved in pioneering efforts to extend the influence of design beyond formal, established design groups or traditional research and development functions."



Designing for growth : a design thinking tool kit for managers

Liedtka, Jeanne ; Ogilvie, Tim ; Liedtka, Jeanne ;
Ogilvie, Tim
New York : Columbia University Press, 2011

[Request via Ebook Central](#)

"Examines "design thinking," the ability to turn abstract ideas into practical applications for business growth and how managers can exploit design's potential. Discusses why design is worth considering; four questions, ten tools; visualization; journey mapping; value chain analysis; mind mapping; brainstorming; concept development; assumption testing; rapid prototyping; customer co-creation; and learning launch."

ABSTRACTS

Detailed summaries are available via [getAbstract](#) for the following books. If you have not yet registered to this database, you will be asked to create an account.

Creative confidence : unleashing the creative potential within us all /

David Kelley ; Tom Kelley

Designing for growth : a design thinking tool kit for managers / Liedtka,

Jeanne e.a

SELECTED ARTICLES AND REPORTS

All articles are available online (the titles include hyperlinks to full text). Resources not held by the Council Library can be requested on interlibrary loan: [Request via Eureka](#)

The right way to lead design thinking

Christian Bason ; Robert D. Austin

Harvard Business Review, March–April 2019 Issue

[Online access](#)

The authors studied almost two dozen major design-thinking projects within large private- and public-sector organizations in five countries and found that effective leadership is critical to their success. They focused not on how individual design teams did their work but on how the senior executives who commissioned the work interacted with and enabled it.

Co-creation of public services

Francesco Mureddu ; David Osimo

Lisbon Council for Economic Competitiveness and Social Renewal, 2019

[Online access](#)

"Co-creation" and "design thinking" are trendy themes – the topic of innumerable conferences and a growing number of academic papers. But how do we turn co-creation into a reality for Europe's 508 million citizens? The authors propose a ten-step roadmap for delivering genuinely user-centric digital government, arguing that it is time to put co-creation at the core of government functioning.

The rise of public sector innovation labs : experiments in design thinking for policy

McGann, Michael ; Blomkamp, Emma ; Lewis, Jenny M.

Policy Sciences, 2018, Vol. 51(3), pp. 249-268

[Online access](#)

Governments are increasingly turning to public sector innovation (PSI) labs to take new approaches to policy and service design. Focusing on the problems associated with conceptualising PSI labs and clearly situating them in the policy process, this paper provides an analysis of some of the most prominent PSI labs. Throughout, the paper considers how the rise of PSI labs may challenge positivist framings of policymaking as an empirically driven decision process.

Why design thinking works

Liedtka, Jeanne

Harvard Business Review, September-October 2018 Issue

[Online access](#)

Available at Council Library - Main Collection

While we know a lot about practices that stimulate new ideas, innovation teams often struggle to apply them. Why? Because people's biases and entrenched behaviors get in the way. In this article a Darden professor explains how design thinking helps people overcome this problem and unleash their creativity.

FrontEnd toolkit : a toolkit to transform ideas into intelligent action

Barroca, Jean ; Koria, Mikko ; Lindy, Ilari ; Mulas, Victor

Washington : World Bank, 2017

[Online access](#)

The FrontEnd Toolkit is about applying Design Thinking to transform new ideas into innovative products, services and businesses with an impact. The overall objective is to help policymakers, project owners, and managers as well as their stakeholders to design and implement projects with real impact.

From the 'old' to the 'new' policy design : design thinking beyond markets and collaborative governance

Howlett, Michael

Policy Sciences, 2014, Vol. 47(3), pp 187-208

[Online access](#)

This introductory essay sets out the elements of, and differences between, the old and the 'new' fields of policy design. It reviews what is known and what remains to be understood in this field. The subsequent articles in this special issue of Policy Sciences address leading edge issues such as the nature of design thinking and expertise in a policy context, the temporal aspects of policy designs, the role of experimental designs, the question of policy mixes, the issue of design flexibility and resilience and the criteria for assessing superior designs.

Design thinking for social innovation - IDEO

Brown, Tim ; Wyatt, Jocelyn

Development Outreach, July 2010

[Online access](#)

Designers have traditionally focused on enhancing the look and functionality of products. Recently, they have begun using design tools to tackle more complex problems, such as finding ways to provide low-cost healthcare throughout the world.

Co-design : from expert- to user-driven ideas in public service design

Trischler, Jakob ; Dietrich, Timo ; Rundle-Thiele, Sharyn

Public Management Review, 02 November 2019, Vol. 21(11), pp. 1595-1619

[Online access](#)

While co-design with users has evolved as a promising approach to service innovation, it remains unclear how it can be used in public service contexts. This article addresses this knowledge gap by applying a co-design framework during the ideation stage of six public service design projects.

The evolution of design thinking

Spotlight section of Harvard Business Review, September 2015

[Online access](#)

Note that you have free access to three articles per month.

Design for Action, by Tim Brown and Roger Martin ; Design Thinking Comes of Age, by Jon Kolko ; How Samsung Became a Design Powerhouse, Youngjin Yoo and Kyungmook Kim ; How Indra Nooyi Turned Design Thinking Into Strategy: An Interview with PepsiCo's, by Adi Ignatius

Single service point : it's all in the design

Bradigan, Pamela S ; Rodman, Ruey L

Medical Reference Services Quarterly, 29 September 2008, Vol. 27(4), pp. 367-378

[Online access](#)

"Design thinking" principles from a leading design firm, IDEO, were key elements in the planning process for a one-desk service model, the ASK Desk, at the John A. Prior Health Sciences Library.

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