

Forward Faster Innovation Training Catalog

Aha! Moments

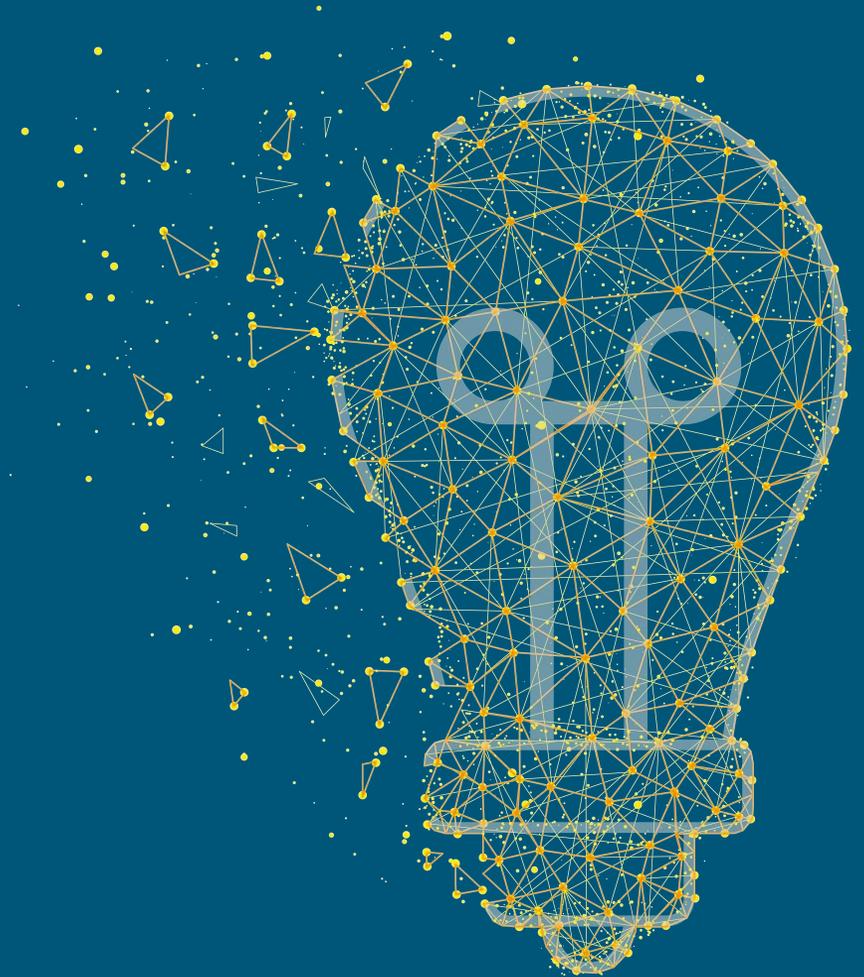
60 – 90-minute Workshops (in-person or virtual)

Learn fundamentals of human-centered design, introduce new ways to innovate, or solve complex problems



Faster Glass

imagine better — innovate faster



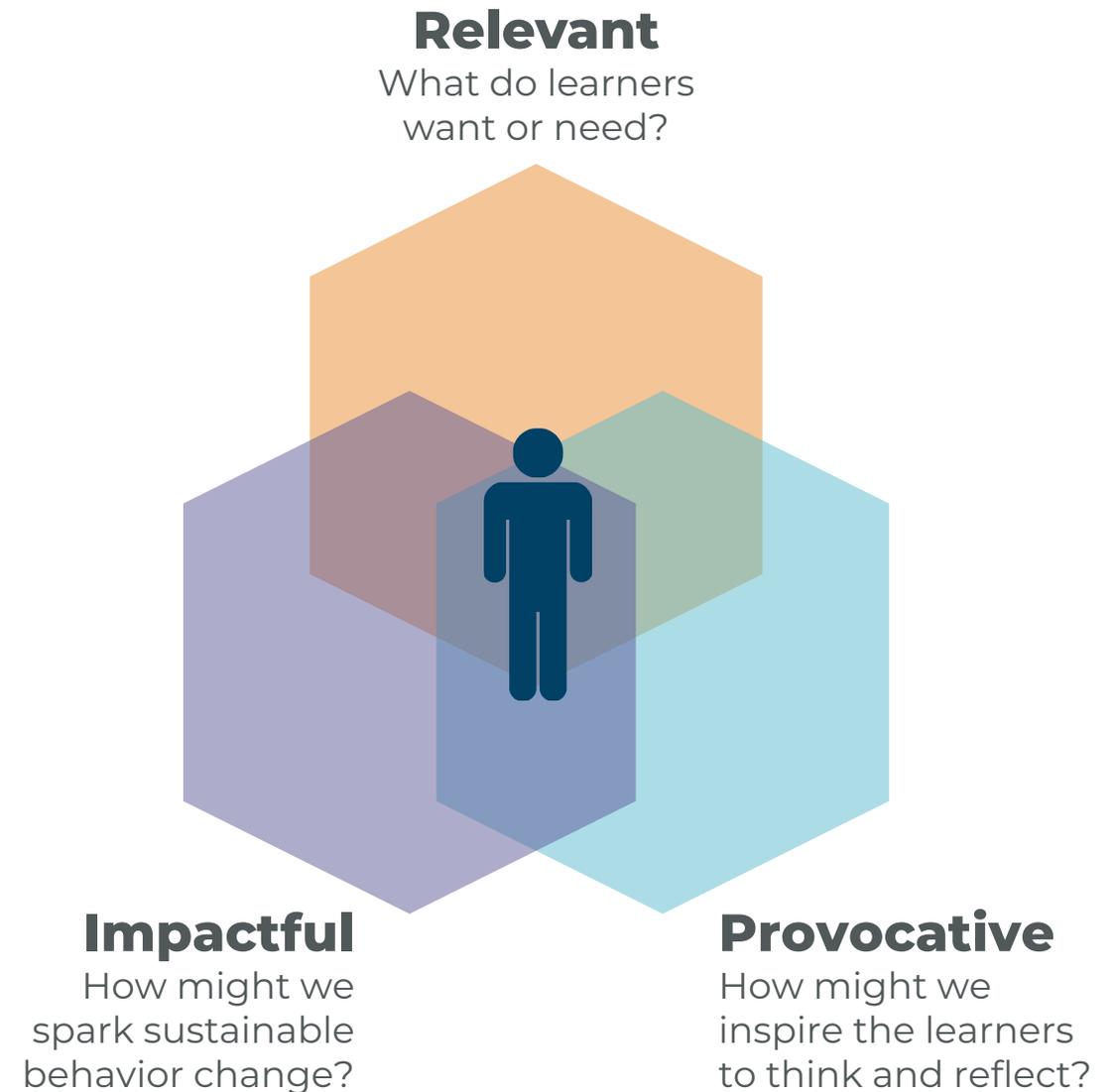
Our Human-Centered Approach to Learning

Our approach in every learning experience is to build the interactions using the principles of Human-Centered Design. We understand that “telling isn’t teaching,” so we guide participants through structured, hands-on experiences designed to fully engage them in the content and help them think through HOW, WHEN, and WHY they might apply what they’ve learned.

Through our proven process, learners develop a rich understanding of relevant concepts, skills, and tools. When combined with appropriate reinforcement, the journey to a higher level of mastery is accelerated and impact is sustained.

***"Tell me and I forget.
Teach me and I remember.
Involve me and I learn."***

– Benjamin Franklin



Four Ways to Move Forward Faster

Aha! Moments – Fast and Focused

Start building your Innovation tool kit in these 60 – 90-minute workshops filled with perspective-altering activities. Participants will learn the fundamentals of Innovation. The sessions can stand alone or be linked together. Consider these to introduce new concepts or address specific challenges. Aha! Moments are perfect for team events, lunch-and-learns, retreats, strategy meetings or just to re-energize a group.

Skill Builders – Applicable Know-How

Participants will drive business results by applying new tools and techniques to problems worth solving. Each half or full day workshop is packed with opportunities for participants to "learn by doing" while employing the methodologies of Design Thinking. The workshops can stand alone or be combined to develop easily implementable ways of working more effectively. Skill Builders are perfect for groups or cross-functional teams who desire to establish a common language to foster collaboration and unlock their collective genius.

Transformational Learning – Lasting Impact

Build a community of practice within your organization through an extended learning journey. Each program is highly customized around an organizational challenge to which participants apply their new skills. Over the span of 6 – 8 weeks the cohort will discover, reframe, ideate, prototype, test, refine and possibly launch a new solution. Transformational Change is perfect for organizations that want to establish a foundation of innovation within their culture or for cross-functional teams who have a wicked problem that needs to be solved quickly.

Forward Faster Breakfast Series – Experience the Tribe

A monthly gathering of like-minded individuals where different aspects of innovation and Design Thinking are explored through workshops, guest speakers, and "field trips for grown-ups."

Aha! Moments – Session Topics

Courses

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TOPICS

Aha! Moments – Fast and Focused

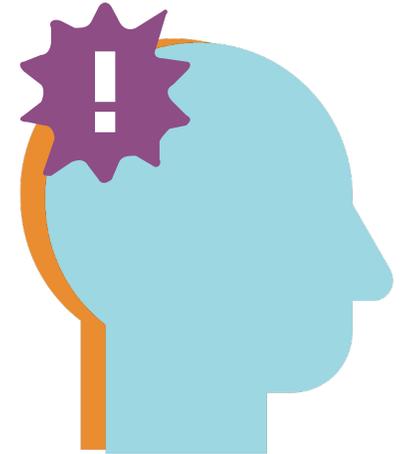
What is Design Thinking and Why Should I Care?

Description

Design Thinking is a proven and repeatable methodology for solving problems and exploring opportunities. But more than just a process, it's a way of thinking and working that is deeply human-centered. Design Thinking is a mindset and a toolset that embraces a collection of principles to guide discovery and the collaborative crafting of new and innovative solutions. This topic is designed to introduce a team to the foundational tenets of Design Thinking.

Outcomes

The ability to describe Design Thinking and potential applications within the organization. Identification of opportunities to apply one or more aspects of Design Thinking in product or service enhancement. Increased ability to creatively solve business challenges.



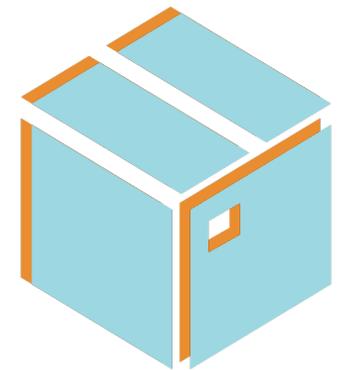
Creativity Loves Constraints!

Description

It's easy to think of constraints as barriers to getting things done. "If we only had more money, or time, or people, we could" But when it comes to solving wicked problems, we should embrace constraints because they serve both as guide rails and stimuli for designing creative solutions.

Outcomes

Use constraints to fuel creative problem-solving. Discuss the importance of assessing whether the constraints we face are real or perceived so we can respond appropriately.



“Selling” Your Ideas

Description

Whether we want to admit it or not, we all engage in some form of sales, especially in business. We’ve all also experienced both great and terrible sales. The process of “great” sales is essentially about communicating relevant value. All too often, ideas are discarded not because they are inherently worthless but rather because their value wasn’t properly communicated.

Outcomes

Identify and evaluate an ideas value to a target audience. Apply foundational sales and communication techniques to applicable scenarios in business. Design a pitch which accurately conveys the value of an idea to a target constituent.



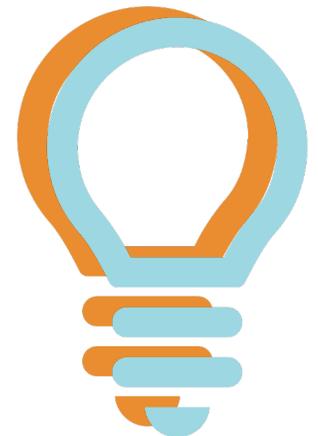
Innovation is for Quitters

Description

When developing new products and services, we are susceptible to a number of forces that can blind us to red flags and drive us to continue pursuing dead-end concepts. Although tenacity is a necessary trait for innovators, there’s a fine line between determination and stubbornness. This topic will help teams remove their own blinders and appreciate the value of quitting.

Outcomes

Identify how to overcome individual and organizational blind spots. Recognize when to pull the plug on ideas and free up resources for more promising concepts. The ability to reframe options and decisions in order to lead to more impactful outcomes.



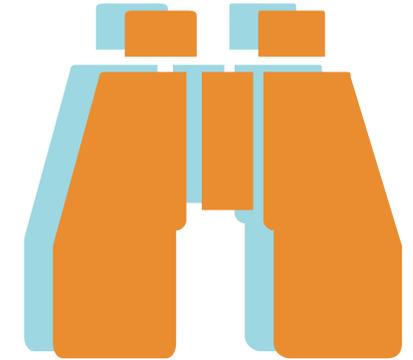
Spotting Opportunities Hidden in Plain Sight

Description

Where we look and what we see has a big impact on whether or not we are able to identify unmet customer needs or opportunities, even those that are hidden in plain sight. In fact, one of the traits that help innovators stand apart is their ability to see the world differently from most people. The good news is that learning to see differently is a skill that can be learned.

Outcomes

Identify how our "frames" factor into if and how we innovate. Analyze real world examples of how companies have discovered unmet needs and successfully developed new products, business models, and strategies to address them. Apply new techniques for how we can operate differently to overcome the invisible constraints that often limit how we see, think, and work.



The Best Story Wins

Description

As human beings, we are wired to tell, remember, and react to stories. Yet for some reason, when we're at work, we rely far too often on facts and figures to inform people in hopes that it will influence their decisions and behaviors. (And then we grumble when it doesn't work.) The most successful innovators are masters at weaving critical details into relatable stories that convey both intention and value.

Outcomes

Describe the critical components of a story and explain how it can be used as a tool to both uncover unmet needs and to influence others. Employ specific techniques to make your messages memorable.



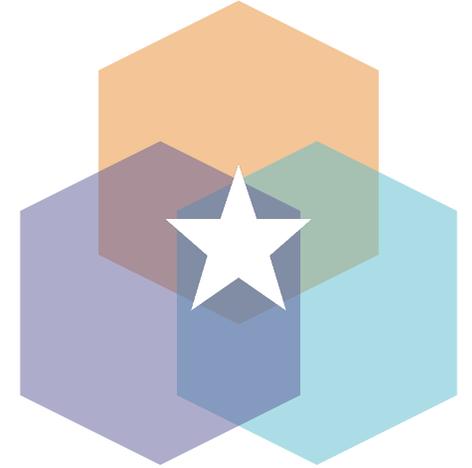
Thinking Left-Handed: Techniques for Inclusive Design

Description

Diversity and inclusion are high on the list of desired attributes for organizations of all types. Unfortunately, far too often we build solutions that work for us, and by extension, people like us. But what about everyone else? How might we bake a mindset of diversity and inclusion into everything we do and create?

Outcomes

Participants will be able to describe the principles of inclusive design. Learners will be able to implement simple tools into their existing activities to enhance the perspective of diversity. We'll begin building the muscle of thinking "left-handed" or like those who are not like us.



Winning the War on Error

Description

As much as organizations truly want to innovate, when push comes to shove, operational efficiency often reigns supreme. This mindset brings with it little to no tolerance for mistakes. Such an approach may win the short-term battles, but it's a losing proposition when the long game demands innovation. The good news is these positions don't have to be mutually exclusive.

Outcomes

Employ techniques to overcome the fear of failure which stifles innovation. Embrace experimentation while maintaining a bias for getting work done. Demonstrate the ability to "sell" key stakeholders on the value of failing forward.



Tools for Change: Nudging Desired Behavior

Description

When we're in the throes of developing a new program or improving an existing process, we often spend time thinking about how we might motivate people to change. But sometimes it's not the people who need to change, it's their environment. In other words, it's not the mice, it's the maze. In this course, we share tools for identifying the conditions that drive specific behaviors and explore options for influencing behavior change.

Outcomes

The ability to describe factors that contribute to driving how people behave. The ability to use tools to uncover drivers of behavior. Describe foundational elements of “nudge” theory. The ability to guide a small team to define potential new ways to drive desired behavior.



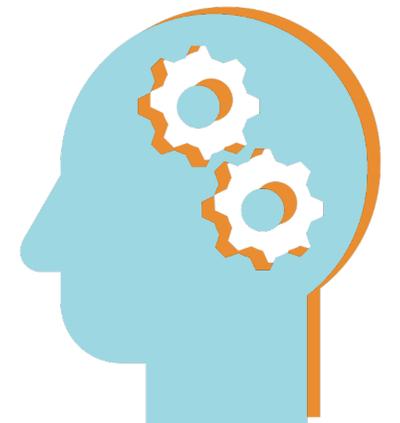
The Art of Visual Thinking

Description

As much as we might agree with the notion that "a picture is worth 1,000 words," most of us default to using words to convey ideas. And when there's a communication breakdown, we wonder why "they" didn't get it?

Outcomes

Utilize the principles of visual thinking and demonstrate simple techniques which can have massive impact on our ability to communicate. Apply techniques appropriate to improve performance in an collaborative environment.



Crafting Killer Questions

Description

It has been said, "the better the question, the better the innovation." In his book, *Beyond the Obvious*, Phil McKinney attributes much of his team's success to their ability to ask "killer" questions which spark game-changing innovations. A team's ability to formulate questions that have the potential to ignite the creative genius in their people can be the difference between good enough and awesome.

Outcomes

Demonstrate how to go beyond the obvious and craft provocative questions which inspire. Avoid the pitfalls of obvious questions. Implement techniques which will change the way the team asks questions.



The Power of Prototyping

Description

It has been said that operational excellence secures a company's present, while innovation excellence secures its future. But with mounting pressures to meet financial expectations, companies and organizations of all stripes find themselves increasingly focused on delivering, not discovering. Might there be a way to lower the time, costs, and risks related to innovation?

Outcomes

Describe how the art of prototyping can help organizations fail fast and fail forward so that the right ideas and solutions emerge with minimal investment. Employ the appropriate type of prototype to elicit valuable feedback. Plan and execute a prototyping strategy for new developments.



Collaborating with Candor

Description

To solve truly wicked problems, it's critical to call upon the talents and perspectives of a diverse team. However, like any other team sport, creative collaboration inevitably leads to conflict, which can be constructive or catastrophic. The highest performing teams are masters at both soliciting and delivering meaningful feedback so as to strengthen the team overall.

Outcomes

Describe the skills and techniques used by the most productive creative teams across a wide range of industries. Employ the process, tools, and techniques to drive powerful outcomes. Identify opportunities to augment behavior to enhance the performance of the team.



Unlocking Innovation through Improv

Description

Deferring judgment, reframing, and listening - really listening - are critical skills for successful innovators, as these behaviors fuel creative collaboration. Do you know who else embodies these skills - improv ensembles!

Outcomes

Learn to use the tools of improv to unlock new ways of collaborating. Identify opportunities to employ these skills during appropriate business efforts.



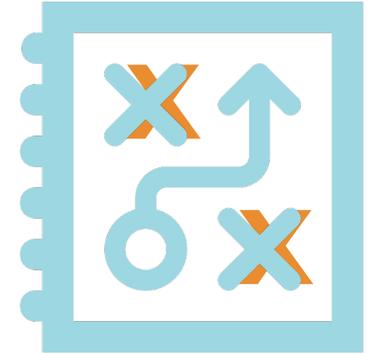
Innovation Leadership by Design

Description

According to the Design Management Institute's Design Value Index, design-driven companies have maintained a significant stock-market advantage, outperforming the S&P 500 by an extraordinary 219 percent over the past ten years. Being design-driven requires leaders to operate differently in order to augment their existing capabilities.

Outcomes

Recognize some of the key skills, such as embracing constraints, adopting a beginner's mind, and tolerating failure, that current and future leaders will need in order to drive growth. Appraise organizational strengths and gaps. Sketch a high-level plan for personal and team development.



Designing Moments that Matter

Description

Across the arc of any journey, there are certain moments that matter more than others. Whether we're talking about customers or employees, educators or students, volunteers or donors, the experiences people have at critical touchpoints can have an outsized impact on engagement, loyalty, and retention.

Outcomes

Discuss the principles of experience design along with specific tools, such as stakeholder analysis, journey mapping, and "Jobs to Be Done" theory, that organizations can use to design and deliver extraordinary experiences.



About Us

Founded in 2010, we are an innovation enablement firm that helps organizations across the private, public, and social sectors co-create solutions to their biggest challenges. Through our in-person and virtual training, facilitation, and consulting services, we enable our clients to move forward faster.

What We Do

 <p>VIRTUAL ADAPTATION</p> <p>Deliver engaging events re-designed for a virtual experience.</p>	 <p>TRAINING</p> <p>Strengthen your team's innovation capabilities.</p>	 <p>FACILITATION</p> <p>Accelerate your progress from challenge to solution.</p>	 <p>CONSULTING</p> <p>Leverage our expertise to forge lasting impact.</p>
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Our Clients

Here are some of the variety of organizations that trust us to help them strengthen their innovation capabilities.



The Faster Glass Team



David Phillips – Innovation Provocateur

David has deep experience and expertise in Design Thinking, innovation, and learning. He started his corporate career in 1997 with Arthur Andersen supporting the global Audit practice. Before founding Faster Glass in 2010, David spent six years as an internal innovation consultant at Bank of America. Prior to corporate life, he served in a wide range of roles in public education and the U.S. Air Force.

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Dan Black – Innovation Enabler

Dan has spent the last twenty years in learning development, including 12 years on the speaking circuit delivering keynotes and workshops for both national and international audiences. He started his career at Price Waterhouse in the Office of Government Services in 1990. Before becoming a partner at Faster Glass, Dan spent six years with a learning consulting firm designing and developing curriculum for over 130 companies globally.

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Charlotte Guice – Innovation Strategist + Maker

A passionate, innovative strategist and designer – Charlotte is a hybrid of business and creative. Her unique left/right brain mindset stems from her education (Design and MBA degrees), track record of growing brands, and graphic design expertise. Charlotte excels at applying strategic thinking and creative execution to facilitate innovation, drive business development, solve complex problems, and create informed, impactful design.

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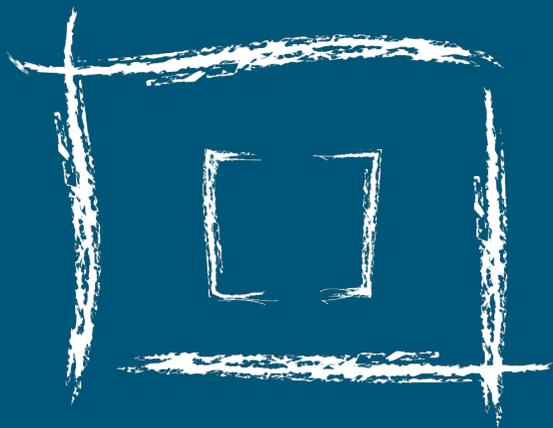
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Learning and innovation go hand in hand. The arrogance of success is to think that what you did yesterday will be sufficient for tomorrow.

- William Pollard

“





Faster Glass

imagine better → innovate faster

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