

Day 1: Detailed schedule and topics

Date: MARCH 15, FRIDAY

	9:30-9:45	9:45-10:15	10:15-10:30	10:30-11:00	TOOLS
9:30-11:00	Introduction to the course. General structure. Learning goals and outcomes. Homework and teamwork. Event announcements.	Team management and RACI. The importance of team organization and work planning. Introduction to the RACI method.	Context. Overview of the problem, context of modular temporary housing in crisis regions.	Universal design. Principles, applications, advantages, relevance to the context of temporary shelters.	Teamwork Canvas. RACI model Kanban board.
11:00-11:15	<i>Coffee break</i>				
	11:15-11:45	11:45-12:15	12:15-12:45		TOOLS
11:15-12:45	Stakeholder and context mapping, team allocation by aspects of the building's journey from factory to installation.	The teams work in groups to create a stakeholder map and a context map for their stage of the journey.	User journey map. User journey overview / map of the building journey and key paths on the swimlane diagram.		Map of stakeholders and context. Map of the journey.
12:45-13:30	<i>Lunch</i>				
	13:30-14:00	14:00-14:30	14:30-14:45	14:45-15:00	TOOLS
13:30-15:00	The theory of tasks to be performed in the context of the roadmap. How to understand JBTD and how it is applied in research.	User personas, including extreme personas. Researching, identifying, understanding and validating personas, documenting personas in the user journey.	Team reflection of the day. Team discussion and questions.	Questions and answers. Suggestions for homework.	Value model of the work to be done, personnel.
15:00-16:00	<i>Optional time for teamwork</i>				

Day 2: Detailed schedule and topics

Date: MARCH 16, SATURDAY

	9:30-10:00	10:00-10:30	10:30-11:00	
9:30-11:00	Circular design and product life cycle. Consideration of cradle-to-cradle design, design for reuse/disassembly.	User lifecycle. Consideration of each stage of the journey from the point of view of the user's life cycle. Contextual approach based on the product (temporary shelter).	Guest lecture. The importance of the circular design approach in construction.	
11:00-11:15	<i>Coffee break</i>			
	11:15-11:30	11:30-12:30	12:30-12:45	TOOLS
11:15-12:45	Introduction to teamwork. Hypothetical mapping of the user journey in the context of the project (temporary shelter).	Teamwork in groups.	Reflection on the journey map and the knowledge gained.	Map of the journey

12:45-13:30	<i>Lunch</i>			
13:30-15:00	13:30-14:30	14:30-14:45	14:45-15:00	TOOLS
	Research methods and co-creation. Research plans. Semi-structured interviews. Observations. Co-creation session and workshop methods.	Group work and team reflection on research methods in the context of a hypothetical user journey, MAD approach in a team. MAD or HAD (human-centered design)?	Questions and answers. Suggestions for homework.	
15:00-16:00	<i>Optional time for teamwork</i>			

Day 3: Detailed schedule and topics
Date: MARCH 17, SUNDAY

9:30-11:00	9:30-10:00	10:00-10:30	10:30-11:00	
	The Kano model categorizes customer preferences into different categories based on product or service features.	Touch points and bottlenecks. Understand where value is created along the user journey and what problems can be fatal.	Verification of key aspects of value. Confirmation of the hypothesis and determination of their potential value in product/service development.	
11:00-11:15	<i>Coffee break</i>			
11:15-12:45	11:15-11:45	11:45-12:30	12:30-12:45	
	Lotus flower/benchmarking. A thinking/research model for benchmarking development concepts and identifying where a similar problem has already been solved.	Group work - benchmarking around one hypothetical problem in the team's user journey.	Reflection on benchmarking.	
12:45-13:30	<i>Lunch</i>			
13:30-15:00	13:30-14:00	14:00-14:30	14:30-15:00	TOOLS
	Re-formulating the problem based on the insights gained and research evidence. Write a concise problem statement.	Work planning for the following weeks. Repeating the teamwork / RACI agreement and work planning.	Questions and answers.	Problem statement template
15:00-16:00	<i>Optional time for teamwork</i>			