



Wish for WASH x Engineers Without Borders

# Reducing Water Consumption Design Jam

November 2022

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# INTRODUCTION

**Wish for WASH (W4W)** is an organization dedicated to educating and innovating in the water, sanitation, and hygiene (WASH) sector. The 2022 Design Thinking team within Wish for WASH hosted a Design Jam for the Engineers without Borders (EWB) Georgia Tech chapter. The event was the long-awaited first in-person design thinking event of the year. The content for this Design Jam covered the day-to-day struggles of trying to save water and various water and sanitation inequalities present around the world.

The Design Jam was a 1 hour design thinking workshop hosted at Georgia Tech. The workshop, which occurred in November 2022, sought to educate EWB members on the Design Thinking process and to empower them to create human-centered solutions. Through brainstorming and prototyping, the Design Jam participants were able to ideate creative solutions on how to save water in the bathroom. Through problem solving and collaboration, participants explored the “how might we” (HMW) question:

## ‘HMW reduce water consumption in our bathrooms?’

There were four “sub-groups” of people who were involved in the Design Thinking Jam:

- The **W4W facilitation sub-team**, who created the overview of the process and problem as well as coordinating the general logistical flow of the event (*Eliza*)
- The **W4W coaches sub-team**, who assisted with planning elements and small breakout room discussions during

the event (*Jasmine, Jillian, Risha*)

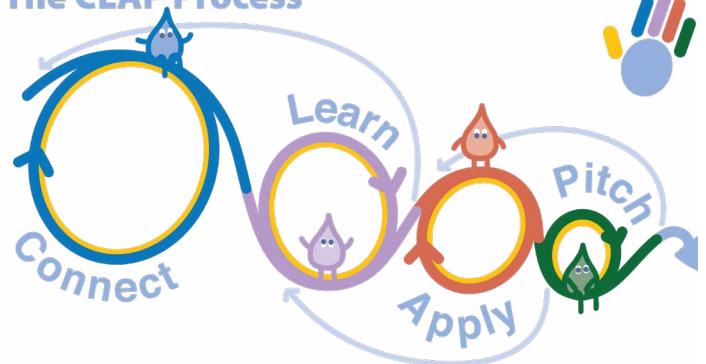
- The **W4W notetaking and or coaches-in-training sub-team**, who acted as participants in the event, supported with notetaking and are training to become W4W coaches (*Dilay and Divya*)
- The **31 EWB participants**

After the workshop, an extensive runthrough and workshop reflection was held where Wish for WASH participants could discuss what went right/wrong, etc. and how design thinking workshops could be improved in the future.

# EVENT PROCESS

For this Design Jam, the W4W team utilized their original design thinking process - CLAP (Connect, Learn, Apply, Pitch). The CLAP design materials were all created by the W4W Design Researcher, Grace.

## The CLAP Process



This is the W4W CLAP Design Thinking Method Model.

Like all Design Jams, the workshop started with a **Spark**. A Spark is not just a normal ice breaker, it is an activity aimed at invoking a particular skill or mindset that will be necessary to think like a designer. For this workshop, we used the Dragon Slayer Spark which encourages participants to embrace the norm “**use whatcha have**” and gain creative confidence as they transform everyday objects into items that

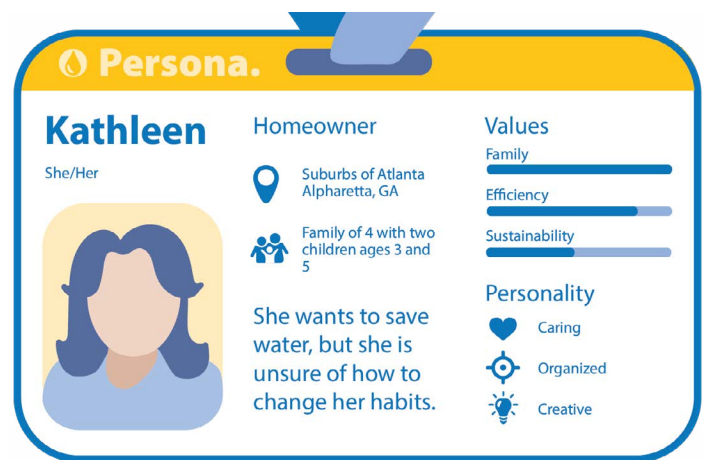
could be used to slay a dragon. The Wish for WASH facilitator led the main room conversations which includes high level information about DT and a general overview of DT tools with instructions for interactive activities

Then participants were split into 3 groups, accompanied by a Wish for WASH coach, who led the team through the process of completing these activities.

After the Spark, the first team activity was the **Know Need to Know** tool where participants brainstorm everything they already know about the topic (water) and questions they have going into the workshop. Participants then heard from W4W's Founder, Jasmine, about the beginnings of W4W and how sanitation services and public bathrooms differ around the world.

Next, participants learned more about the user they would be designing for during the remainder of the workshop.

The user for this design jam was: Kathleen, a wife, mother of 2, and homeowner that highly values family, efficiency, and sustainability.



The descriptors for Kathleen came from user research done by W4W design team members that interacted with approximately 30 real people each in order to create a persona / composite user for the specific design challenge that was based on real stories.

**Participants were able to use the persona tools to then create unique problem statements** as a team that informed their brainstorming and prototypes.

## CONCLUSION

**The long-awaited in-person workshop was a great experience for everyone involved!**

The EWB members came up with amazing solutions on how to save water, a skill that they are sure to use in their upcoming team projects.



**Kathleen needed a way to decrease water usage while remaining time efficient because the high cost of water her family is paying made her realize that they haven't been using their water efficiently.**

After two years of online workshops, the coaches found that the workshop flowed a lot more smoothly in-person. The coaches had a significantly easier time connecting with the participants and answering their questions. Due to this, **it was easier to get people talking and ideas flowing.** The room in which the workshop was held contained several whiteboards, which allowed the participants to write out lists and visually draw out their ideas, facilitating collaboration amongst the team. **Kathleen, a water persona, worked well for this shorter design jam since water is a topic that is easier to understand and allowed the facilitators to speed up the process.**

One obstacle faced by the W4W team during the workshop was time. Given only an hour alongside a large pool of participants, the team struggled to get through all the material. The main takeaway from this was that more than an hour of time is needed to get through a workshop with a large number of attendants.



**Ultimately, this Design Jam was a great start to the back-to-in-person era for W4W!** The team was able to refresh their minds on the feel and flow of typical workshops before the pandemic.

#everybodypoops

# Thank You!

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