



using
⇒ DESIGN
to #MakeLawBetter –
and THRIVE



1

just breathe

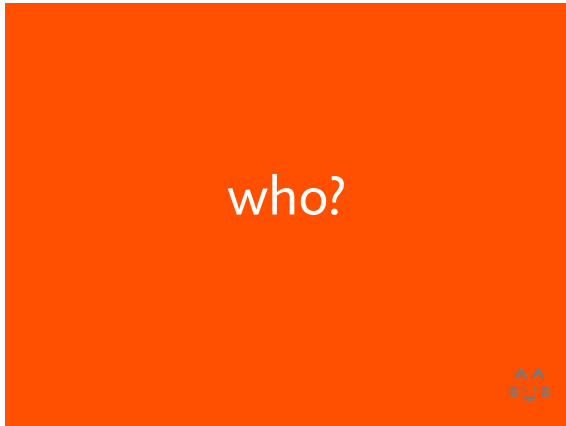


2

who?
why?
what?
how?



3



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“

I live

in the open mindedness
of not knowing enough
about anything.

from 'Luna'
by Mary Oliver



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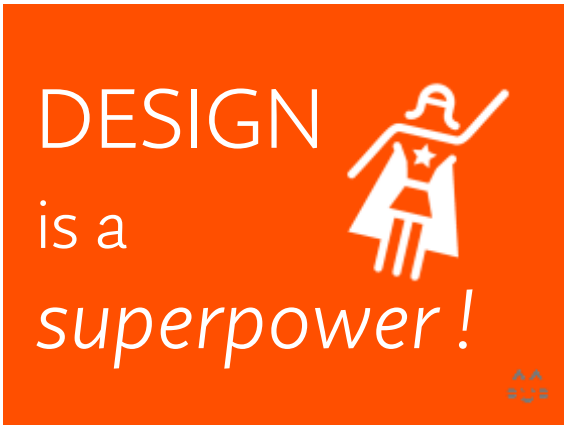
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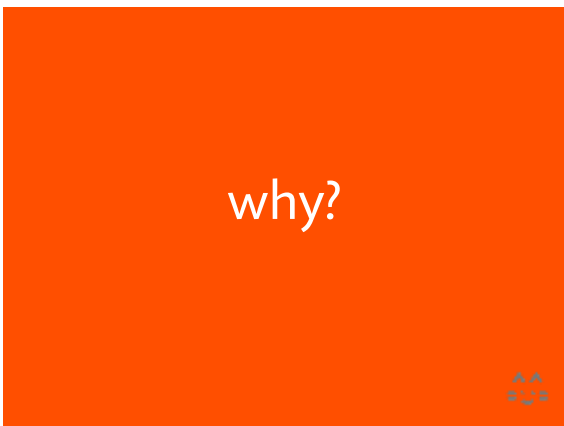
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HUMAN-CENTERED DESIGN



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“

The context used to be we were designing things within systems that were relatively stable. **Now we're designing things when the systems themselves need redesigning.**

Tim Brown, IDEO



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1,000,000,000

legal problems globally

80%+

get NO legal help

252,000,000

legal problems in the US

1,380,000

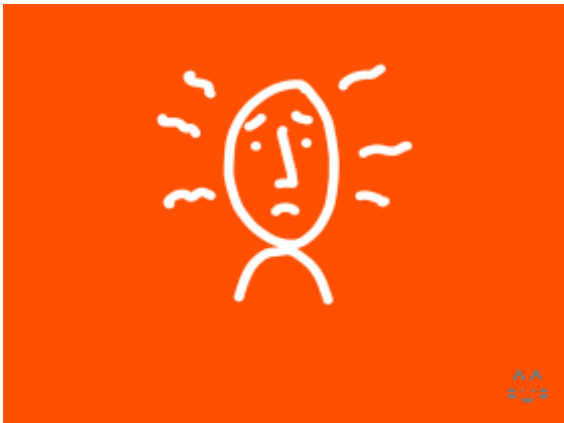
lawyers in the US



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“
Design is inherently
optimistic.

This is its **POWER.**

William McDonough



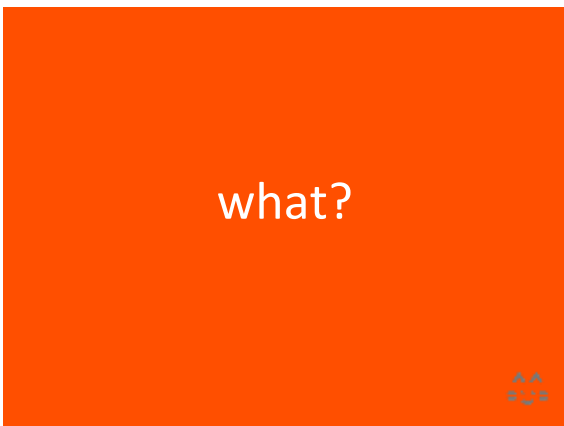
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Human-Centered Design:

an activities-based framework
 for **creative problem-solving**
 that focuses on **people** first
 and foremost



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The best way to sway others is not to tell them *your* answer, but to arrive at *an* answer — **together.**

Nilofer Merchant
To Change Someone's Mind, Stop Talking and Listen, HBR



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**Design
Thinking
Process**



48

empathy
Design Thinking Process



49

empathy
Design Thinking Process



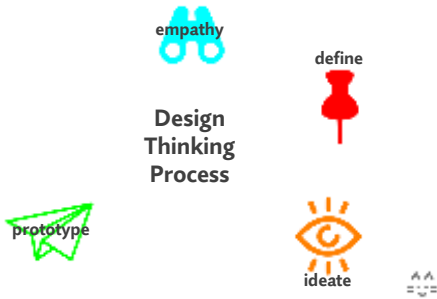
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empathy
Design Thinking Process

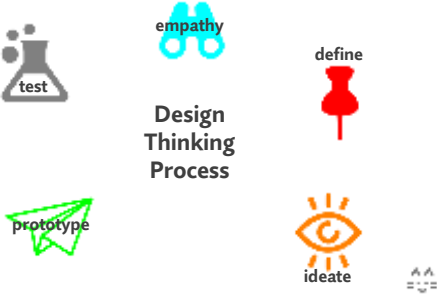


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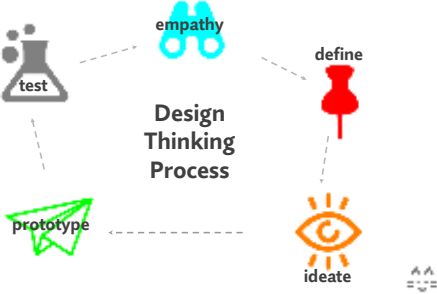
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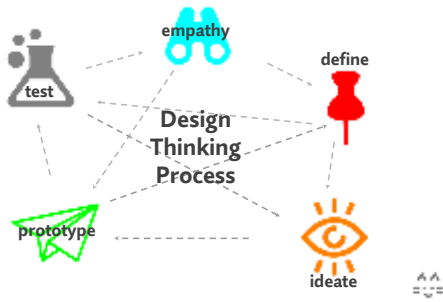


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Design can make us
happier in our work.




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how?



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challenge:

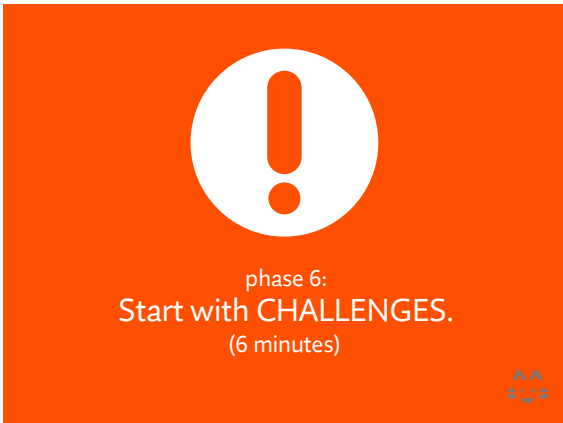
*How might we make
our life care planning
practice better . . . for
ourselves, those we
serve?*



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66



phase 2:
Present problems.
(10 minutes)




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phase 3:
CHOOSE problem to solve.
(3 minutes)



68



phase 4:
**REFRAME problem as
HMW statements.**
(2 minutes)



69



phase 5:
Produce SOLUTIONS.
(8 minutes)




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phase 6:
VOTE on solutions.
(4 minutes)



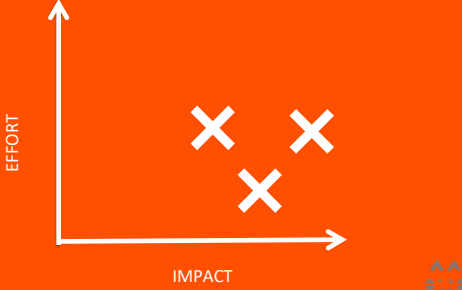
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phase 7:
PRIORITIZE solutions.
(2 minutes)

73


decision matrix



EFFORT

IMPACT

74



phase 8:
DECIDE what to execute on and
brainstorm actionable steps.
(15 minutes)

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“

Start by doing what's *necessary*, then do what's *possible*, and suddenly, you're doing the *impossible*.

St. Francis of Assisi



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Legal Problems Solving



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Caitlin "Cat" Moon
c.moon@vanderbilt.edu

legalproblemsolving.org

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