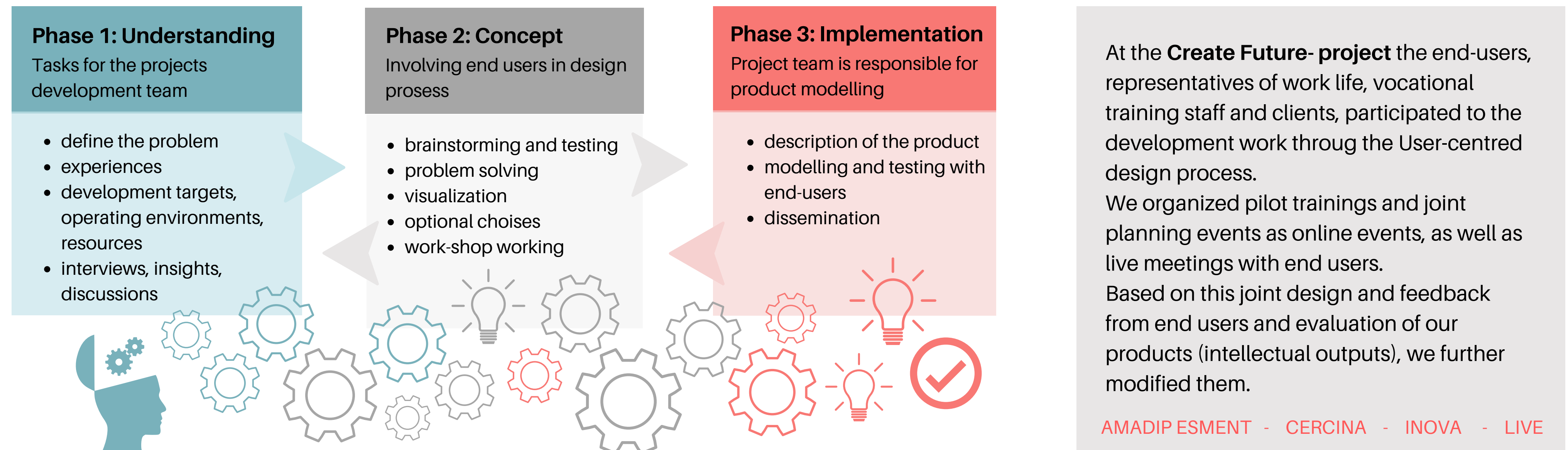# User-centred design process in international projects

The user-centred design process fits well with international cooperation and development work. The design process is always iterative, like a spiral that goes forward and backward through different stages of the design process. In this way, it is possible to take into account the views of the end users and evaluate the progress of the implementation step by step.

Phase 1: Understanding
Tasks for the projects development team

- define the problem
- experiences
- development targets, operating environments, resources
- interviews, insights, discussions

Phase 2: Concept
Involving end users in design prosess

- brainstorming and testing
- problem solving
- visualization
- optional choises
- work-shop working

Phase 3: Implementation
Project team is responsible for product modelling

- description of the product
- modelling and testing with end-users
- dissemination

At the **Create Future- project** the end-users, representatives of work life, vocational training staff and clients, participated to the development work throug the User-centred design process.
We organized pilot trainings and joint planning events as online events, as well as live meetings with end users.
Based on this joint design and feedback from end users and evaluation of our products (intellectual outputs), we further modified them.

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How to use The User-centred design process in international collaboration and development processes?

1. Go through the framework and instructions of user-centred design prosses with the project partners team.
2. Plan how to implement the user-centred design methods and involve the end-users in joint staff events and multiplier events.
3. At the events observe and gather information of the events and also of the work that partners do in intellectual outputs and transnational project meetings.
4. Analyze and evaluate the gathered information with the project team.
5. Create draft versions (visualisation, prototypes) of the products and test those with end-users.
6. Finalise the products and disseminate.
7. Evaluate the whole process with the project team.

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