

# APPENDIX A

## Semi-structured interviews with the target group

### Creating a general image of the person (m/f), work context, function, motivations

1. How are you?
2. How old are you?
3. Can you tell me something about the company where you work?
4. Can you tell me something about your function?
5. Can you tell me what is about your function that motivates you?

### Problem solving

1. What kind of wicked problems do you often encounter within your function at work
  - a. How do you deal with these problems/how do you solve them?
  - b. Do you have a recent example of a problem that you have been able to solve?
  - c. Do you have a recent example of a problem that you have not been able to solve?
  - d. Are there specific shortcomings that prevent you from solving several problems?

### Interaction with stakeholders

1. Which stakeholders are you connected with that the company serves?
  - a. How do you interact with these stakeholders?
  - b. What is the psychological distance between you and these stakeholders?
2. How well do you think that you genuinely know your stakeholders?

### Innovation & ideas

1. What is your experience with innovation at work or within your function?
  - a. Does it occur that you have a good idea at work?
  - b. Do you have a recent example of an idea that you had, which has been carried out by the company?
    - i. What went well/wrong?
  - c. Do you have a recent example of an idea that you had, which has not been carried out by the company?
    - i. What went well/wrong?

### Knowledge of Design Thinking

1. Do you have any knowledge of Design Thinking?
  - a. If yes, please elaborate
  - b. Do you already apply Design Thinking at work?
  - c. What are your expectations about the course?

## **APPENDIX B**

### **Interviews with Design Thinking trainers**

2. For how long have you been giving a Design Thinking trainings?
3. What motivates you to give Design Thinking trainings?
4. Are there differences between a Design Thinking training in the private sector and a training?
  - a. If yes – what are the most significant differences?
5. Do you have any tips for me that I can use during the development of the new Design Thinking training?

## **APPENDIX C**

### **Follow-up interviews with participants from the Ministry of UBR**

1. How are you?
2. What did you think of the Design Thinking training?
3. Please explain to me what Design Thinking is
  - a. Please explain the different phases it consists of.
  - b. Please explain the different design methods and tools that can be used during Design Thinking
    - i. Can you explain how these methods can support the different phases?
4. Please explain to me how you will apply Design Thinking in your context at work.
  - a. [If the answer is no] Please explain why you think that you are unable to apply Design Thinking at work.

## APPENDIX G

### Follow-up interviews with participants from Ynnovate & Cost Engineering

1. How are you?
2. Please tell me if you have noticed any significant differences in your work after the course
  - a. [When the interviewee responds with 'yes', ask:] what are these differences?
  - b. [When the interviewee responds with 'no, go to the next question]
3. Please state your current knowledge of Design Thinking.
4. Please tell me which Design Thinking mindsets you have incorporated into your context at work.
  - a. [When the interviewee responds with 'yes', ask:] How did you manage to do this?
  - b. [When the interviewee responds with 'yes', ask:] What are the results of this/these incorporation(s)?
  - c. [When the interviewee responds with 'no, ask:] What has limited you to do this?
5. Please tell me how you have been able to use the Design Thinking process at work
  - a. [When the interviewee responds with 'yes', ask:] How did you manage to do this?
  - b. [When the interviewee responds with 'yes', ask:] What are the results?
  - c. [When the interviewee responds with 'no, ask:] What has limited you to do this?
6. Please tell me how the course has allowed you to understand the Design Thinking process
7. Please tell me how the course has allowed you to understand the Design Thinking mindsets
8. Please tell me how the course has allowed you to understand how the Design Thinking process and mindsets are integrated
9. Please tell me how the course has allowed you to integrate the process or mindsets into your context at work
10. Please tell me what I/we can do improve the course