



2025 RESOURCE MANAGEMENT GLOBAL SYMPOSIUM

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Navigating Priorities: Unlocking Leadership Support through Human-Centered Design in Resource Management

Shannon McCarthy and Desiree Peyman
Strategic Demand and Resource Managers

LMI

Agenda

- 1** Introduction
- 2** Stakeholder Mapping
- 3** Visualize the Vote: Identifying Challenges
- 4** Importance / Difficulty Modeling
- 5** Rose, Thorn, Bud: Opportunities & Solutions
- 6** Wrap Up / Q&A

Navigating Priorities: Unlocking Leadership Support through Human-Centered Design in Resource Management



Shannon McCarthy, RMCP

Manager

Strategic Demand and
Resource Management, LMI



Desiree Peyman, RMCP

Resource Management Lead

Management Transformation
Services, LMI

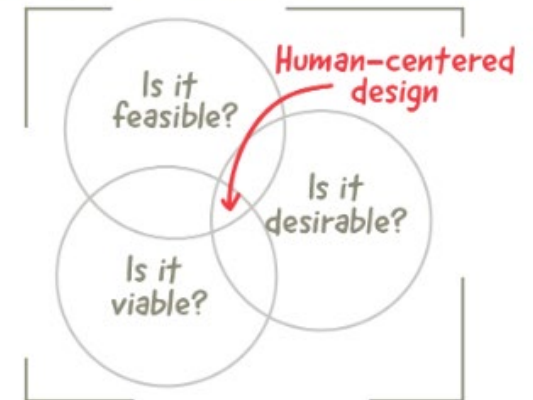
What is Human Centered Design (HCD)?

Human-Centered Design (HCD) is a problem-solving approach that prioritizes the needs, experiences, and perspectives of the people who will be using a product, service, or system. It is an iterative process that involves deeply understanding users, generating creative solutions, and testing ideas to ensure they are practical and effective.

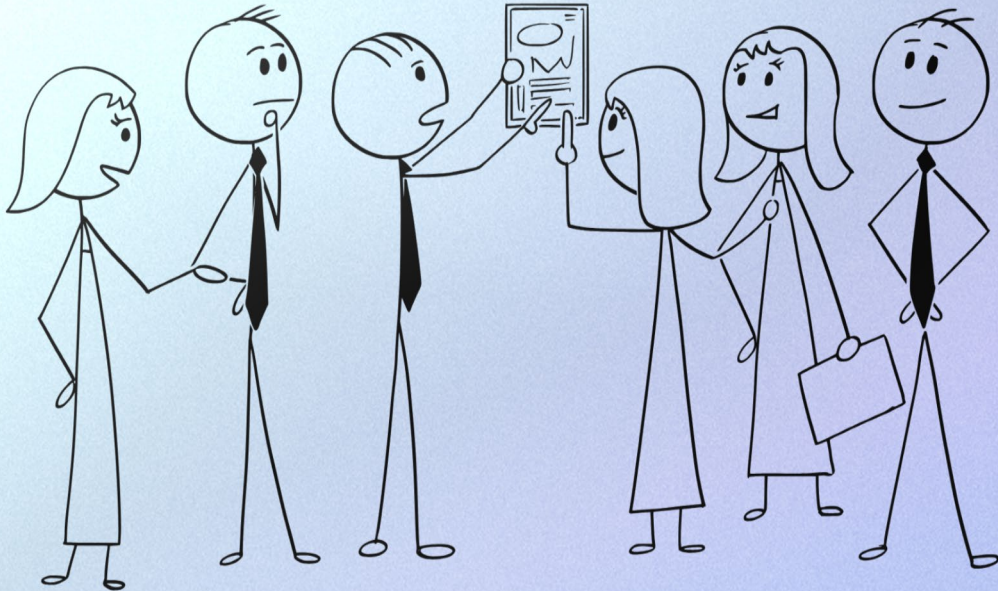
Key Principles of HCD:

- **Empathy:** Understanding users' needs, challenges, and motivations.
- **Collaboration:** Engaging stakeholders and users in the design process.
- **Iterative Process:** Prototyping, testing, and refining solutions based on feedback.
- **Holistic Perspective:** Considering the broader system and environment in which users interact.
- **Focus on Impact:** Creating solutions that are desirable, feasible, and viable.

Creating solutions in service of people...



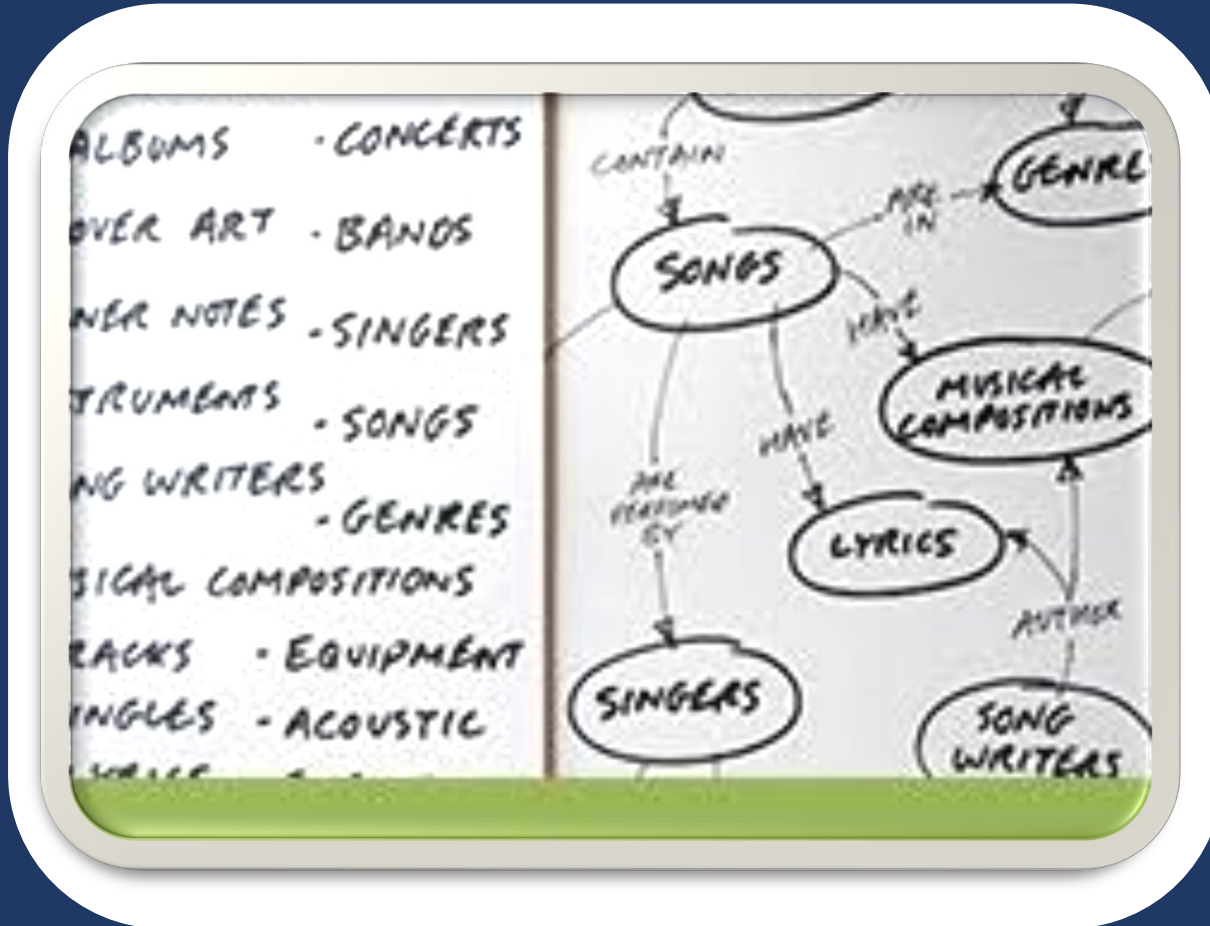
How Does HCD Assist with Resource Management?



- Identifying Key Stakeholders & Connections
- Facilitating Focused Discussions with Leaders
- Defining and Prioritizing Challenges Quickly
- Establishing the Difficulty of a Challenge and Solution

Stakeholder Mapping

What is Stakeholder Mapping?



The benefits of this method:

- Focuses on people above other factors.
- Guides your plans for future research.
- Documents your research findings.
- Builds a shared understanding.

Activity: Stakeholder Network

List stakeholders and draw connections based on the below challenge. Discuss key relationships and any gaps in consideration.

Challenge: Employee has performance issues. Who is directly or indirectly affected by this challenge? Who works together and who doesn't?

Visualize the Vote: Identifying Challenges

Why is visualizing the vote important?



The benefits of this method:

- Helps you rate and rank preferences.
- Reveals thematic patterns.
- Diminishes overbearing opinions.
- Democratizes decision making.

Activity: Brainstorm & Vote!

Brainstorm: Take 3 minutes to write down challenges you have in Resource Management or related to Resource Management. One challenge per sticky note.

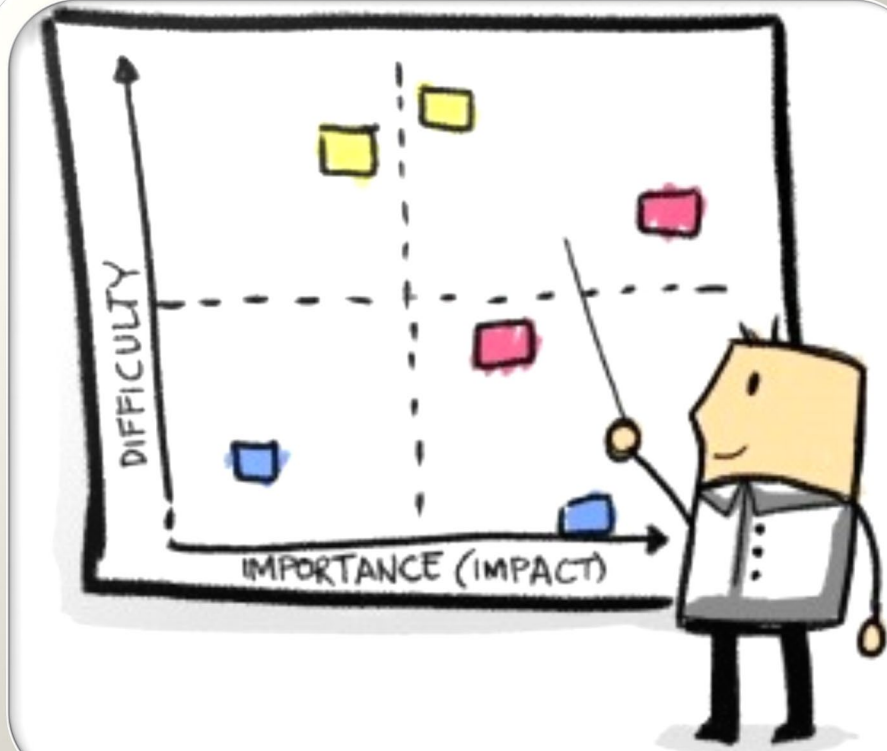
Place your sticky notes on the wall.

We will group them.

Vote: Come back to the sticky notes and place a star on any that apply to you. One sticker per note per person.

Importance/Difficulty Mapping

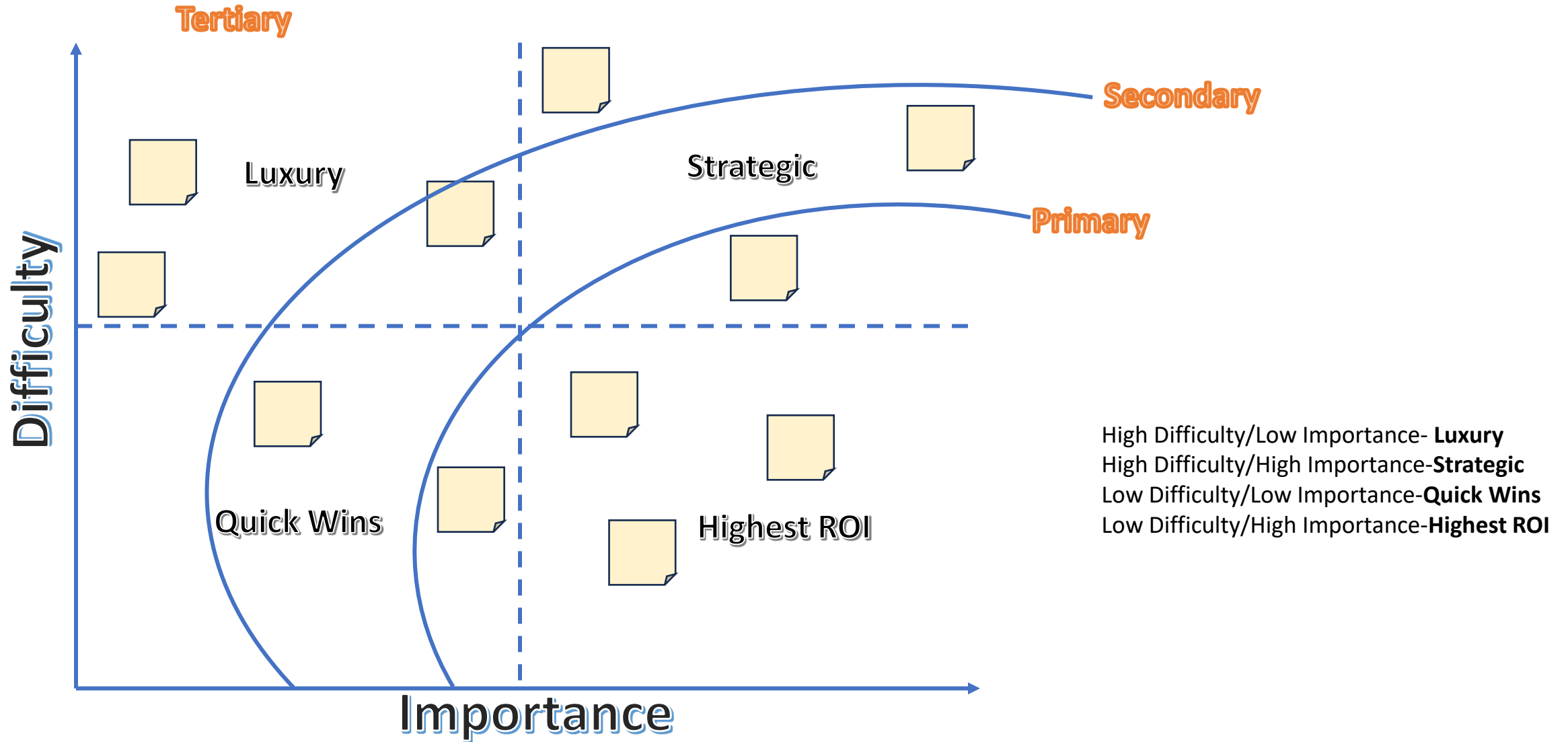
Why is importance/difficulty mapping helpful?



The benefits of this method:

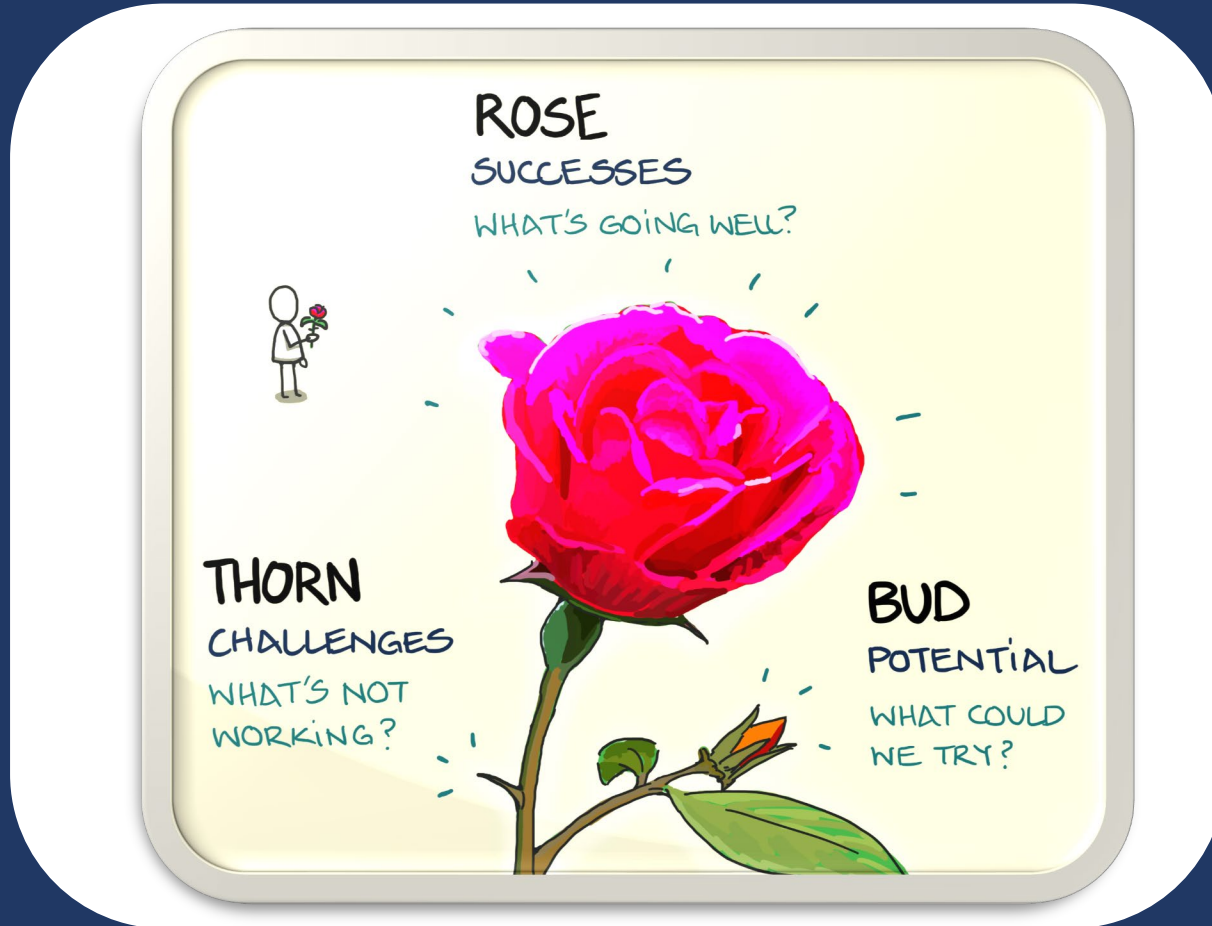
- Helps you prioritize items quickly.
- Facilitates deliberation.
- Resolves differing opinions.
- Helps your team develop a plan of action

Importance/Difficulty Mapping



Rose, Thorn, Bud: Opportunities and Solutions

Why use Rose, Thorn, Bud?



The benefits of this method:

- Helps you codify research data.
- Invites input from all team members.
- Facilitates productive discussion.
- Helps you identify issues and insights.



Activity: What do you think? (Group Reflections)

- Take your sticky notes and define your Roses, Thorns, and Buds from this session. (3 minutes)
- Reminder:
 - Rose**– Successful things currently happening
 - Thorn**– Pain Points
 - Bud**– Opportunities from this session
- Share out

Key Takeaways

1. Understand the Critical Role of Leadership Buy-In

- a. Learn why leadership support is essential for effective reporting, prioritization, metrics, staffing plans, and procedures in resource management.

2. Apply Human-Centered Design Principles

- a. Gain hands-on experience with exercises that utilize human-centered design to address resource management challenges.

3. Identify Stakeholder Needs

- a. Develop the skills to uncover and articulate stakeholder needs related to resource management responsibilities.

4. Prioritize Resource Management Initiatives

- a. Learn strategies to prioritize responsibilities and initiatives effectively to align with organizational goals.

5. Demonstrate the Value of Resource Management

- a. Explore techniques to communicate the impact and value of resource management to leadership and other stakeholders.

Questions





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LEARN. COLLABORATE. INNOVATE.

Thank You!