1ST INTERNATIONAL CONFERENCE OF SUSTAINABLE SMART CITIES (ICSSC 2026)

5 - 8 MAY 2026

DESIGN THINKING WORKSHOP FOR CITY OFFICIALS

OBJECTIVE

This workshop introduces city officials to Design Thinking as a practical, human-centered approach to addressing complex urban challenges. Participants will learn how to better understand the needs of citizens and service users, reframe public problems, generate innovative ideas, and develop low-fidelity prototypes for more inclusive, feasible, and responsive urban solutions.

By the end of the workshop, participants will be able to:

- *Understand the relevance of innovation in city development and management*
- *Analyze urban challenges from the perspective of users and stakeholders*
- *Generate and prioritize solution ideas*
- *Develop a simple prototype of a public service or urban solution*
- *Present a concept that could be further explored or piloted in their city*

WHY THIS WORKSHOP MATTERS

Cities across Asia are facing rapid urbanization, rising demands for public services, infrastructure pressure, climate-related risks, and increasing expectations for more accessible, inclusive, and responsive governance. In this context, city officials need practical methods to better understand community needs and design solutions that work in real-life settings.

Design Thinking offers a structured but flexible approach to innovation in the public sector. It helps officials move beyond assumption-based planning by engaging users, testing ideas early, and focusing on solutions that create real value for citizens and communities. It is especially useful for tackling urban issues that involve multiple stakeholders, limited resources, and the need for cross-department collaboration

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EVENT LOCATION

IMPERIAL HOTEL

CONTACT US

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CAPACITY BUILDING FOR SUSTAINABLE SMART CITIES NETWORK

WORKSHOP AGENDA

09:00 - 09:15
Welcome and Introduction
09:15 - 09:30
Urban Challenges in Asian Cities and Why Human-Centered Innovation Matters
09:30 - 10:15
Introduction to Design Thinking
10:15 - 10:40
Icebreaker Activity, Seeing the City Through Users' Eyes
10:40 - 11:00 / Coffee Break
11:00- 11:40
Empathy and Stakeholder Mapping
11:40 - 12:10
Define the Problem
12:10 - 12:40
Ideation Session
12:40 - 13:00
Select a Promising Idea
13:00 - 14:00 / Lunch Break
14:00 - 14:45
Prototyping Session
14:45 - 15:10
Peer Feedback Across Teams
15:10 - 15:25 / Coffee Break
15:25 - 16:00
Refinement of Prototype
16:00 - 16:20
Preparation for Final Presentations
16:20 - 16:50
Group Presentations and Discussion
16:50- 17:00
Reflection and Closing

DURATION: FULL DAY (09:00 - 17:00)

EXPECTED OUTPUT

By the end of the workshop, each group will have produced:

- *a defined urban problem statement*
- *a stakeholder and user perspective analysis*
- *a proposed solution concept*
- *a low-fidelity prototype*
- *a short presentation outlining the idea and its potential for future testing or piloting*

EXPECTED IMPACT

The workshop is expected to strengthen participants' capacity to:

- *approach urban challenges with a citizen-centered mindset*
- *collaborate across sectors and departments*
- *apply creative and structured problem-solving methods*
- *design more responsive and inclusive public services*
- *identify practical ideas that could inform future pilots, projects, or policy discussions*

https://kenyalang.uitm.edu.my/ICSSC2026/