**Human Centered Policy**

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**Step 1: Research Mission/Purpose**

For the concept, technology, policy, system or law and/or the business, organization or government housing the concept, technology, policy, system or law:

* What is the mission or purpose – What is it intended to do?
* Are there any core beliefs, guiding principles or values you share from which you can build rapport?

When you engage in human centered policy development, you’ll need to first get a clear understanding of concept, technology, policy, system, law and/or organization you’re working with. Specifically, you need to understand what’s mission and goals are (what is it trying to achieve), and what it considers success.

*Example: The Big Box Store received a complaint about drug use in its public restrooms. There had been two tragic overdoses, and patrons stated they were concerned and scared to use the restroom because of heavy drug use. Since the Big Box Store was unable to develop a solution internally, they closed the restrooms completely. It’s clear they care about their customers and the community and would implement a new policy if given the right tools and information.*

**Step 2: Understanding All the Stakeholders**

[Who are the potential impacted stakeholders? What are the needs, goals and concerns each would like to have addressed?]

In addition to the primary stakeholders that brought your attention to the issue, opportunity or problem, you’ll want to have a clear understanding of other stakeholders who are directly impacted by the policy. If you feel confident you can articulate the needs of all potential stakeholders, you can proceed quickly. However, if you don’t feel confident you have the full picture, you may need to gather stakeholder input by conducting a survey, facilitating a working group or task force, or gathering feedback in ways that work best for you and the stakeholder themselves.

**Step 3: Problem Solving & Policy Check**

[What is your solution?]

A Human Centered Solution engages innovative problem solving strategies to develop a solution that addresses the needs and concerns of all impacted stakeholders, as well as the mission and purpose of the concept, technology, systems, policy or law. Once you’ve developed the solution, you’ll want to be sure to review with the Human Centered Policy Checklist. This is a process you can complete on your own, or by establishing a working group to aid you in the process.

**Step 4: Ask for Change**

Once you’ve developed your human centered solution, you’ll want to engage or re-engage the Ask for Change Process. Rather than providing the issue, opportunity or problem, however, you’ll be asking the decision-maker to adopt a specific change that already has buy-in from or is likely to be supported by impacted stakeholders.