

Dear Senior Fellows and Friends,

The original title of this event, which exceeded Evite's character limit, was "Using Human-Centered Design to Unleash Employee Innovation and Improve Government." Based on what I've heard of the Lab, it's entirely accurate.

OPM has graciously invited the Senior Fellows and Friends network to the Lab for a conversation and demonstration with Deputy Director [Arianne Miller](#) and HCD Facilitator [Elaine Thomas](#) to expand our insight into the value of human-centered design thinking and innovation labs across government. The Lab@OPM serves as an expert hub in teaching and applying HCD principles across federal agencies to deliver innovative solutions for complex public and cross-sector challenges. HCD principles support stronger leaders and teams by:

- Providing a framework from which to foster innovation,
- Giving agency teams the tools to tame highly-complex problems, and
- Helping everyone arrive at a better solution faster rather than implementing changes around symptoms.

Arianne will walk participants through some of the Lab's recent projects and their results to date, such as the Department of Agriculture's National School Lunch Program, and Elaine will lead a couple of facilitation activities used with federal agencies that are implementing HCD thinking. This [Design Management Institute article](#) about the USDA project should whet your appetite for this unique evening experience at OPM!

**Please arrive between 5:15-5:45pm** – you must allow time to present your government-issued ID, clear security, and be escorted to the Lab@OPM.

**Lora L. Allen**, now at GSA, will facilitate introductions as onsite SFF host and hand off to Arianne and Elaine. Kitty will not be in town that week. Our registrar will escort participants to/from the room and collect dinner payments.

#### METRO & PARKING

Closest Metro Station: Farragut West, 17th & I Street exit. This is an easy walk of approximately 7 blocks.

Closest parking: The Elliott School (GWU) underground garage, 1957 E St NW. (202) 994-7275 \$12.00, Mon-Fri in after 5pm. This is 1-1/2 blocks north of OPM.

#### COST

\$10 to cover assorted meat and veggie pizzas and bottled water. PLEASE BRING EXACT CHANGE. If you need gluten-free or you want bring your own food instead, please inform Kitty by Sept. 12th.

This evening will provide a great opportunity for a brief experience of a proven method you could adopt at your workplace.