Training: Principles and Practices of Human-Centered Government

In more than 10 years of work with governments across the country, Code for America has seen civil servants deliver critical services to people that not only met their needs, but also treated them with respect and dignity. Our principles of Human-Centered Government are the distillation of what these government agencies have embodied, and our vision for how all governments can and should serve the public in the digital age.

This training provides an introduction to how the principles of human-centered design, agile development, and evidence-based continuous improvement can be used by cross-disciplinary teams to improve the design and delivery of government services, with a focus on equity and accessibility.

Specific practices that participants will learn about include: quantitative and qualitative user research, usability testing, service design, visual design, content design, and product management. This training includes examples from our work with governments across the country, plus interactive activities.

The principles and practices that are included as part of this training are particularly relevant to any services that involve the use of digital technology, but are not exclusive to that domain.

Benefits

- Provides an overview of a range of practice areas and a vision for how they fit together
- Provides an introduction to specific methods for which participants can seek further training and professional development
- Brings together staff from different offices or departments, who can then continue connecting and collaborating based on this shared experience and knowledge base
- Sets a common foundation for staff who may have different levels of familiarity with this content
Target audience

- Business analysts and process-improvement specialists
- Project managers and coordinators
- Budget and planning staff
- Mid- and senior-level managers

Logistical details

- **Group size:** 6–25 participants
- **Format:** Virtual, approximately 2.5–3 hours long (with brief breaks)
- **Cost:** $1,500 flat rate for the entire group

Testimonial

“This training did a great job of providing an accessible introduction to these really important concepts, but with enough practical detail about how we can actually apply these to our work. It was really good to level-set with everyone on our team in such a way that we all have a shared vocabulary and shared tangible experience doing these activities together. As someone who wants governments to work this way—taking a human-centered, agile, and iterative approach—I’d absolutely love to see more public agencies do this training.”

—Stephen Larrick, Digital Services Manager, Metropolitan Area Planning Council (Massachusetts)

To schedule a training or for more information, please contact us at humancentered@codeforamerica.org.

About Code for America

Code for America, a nonprofit founded in 2009, believes that government can work for the people, and by the people, in the digital age. We work with government at all levels across the country to make the delivery of public services equitable with technology. We partner with community organizations and governments to build digital tools, change policies, and improve programs. Our goal: a resilient government that effectively and equitably serves everyone. Learn more at codeforamerica.org.