**Design Thinking Session**

**Email Templates**

**One Week Before**

**Include:**

* What to expect at the session
* What to read/watch ahead
* Who to contact for questions

**One Day Before**

**Include:**

* Reminder to do the homework (i.e. readings/videos)
* Information about attire, location, and lunch

**Follow-up Email to all participants after the Design Thinking Session**

**Include:**

* Thank you
* Survey
* Next Steps

**Follow-up Email to the Operational Owners after the Design Thinking Session**

**Include:**

* Outcomes PowerPoint
* Report-out video
* Who’s Who document
* Information about a call/meeting to review outcomes