



Service Design & Agile Coaching

We provide service design consultancy across a range of areas. We specialise in the non-profit sector, including fundraising, donor management, grant management and events. We work with organisations of all shapes and sizes, providing everything from one-off workshops to months of ongoing consultancy.

Example services include:

- **Service Design Introductory Sessions:** Are you interested in service design and wondering how it could apply to your organisation? How would thinking about what you do as a 'service' make a difference? What would the challenges and opportunities be? From a 2 hour introductory session, to more structured coaching, team Hyphen8 can guide you through the process.
- **Usability Testing:** How can you check your systems and processes work well for your users? Do you know if your audiences really understand your content/instructions? Are your data capture forms actually working for your users and for your staff? Hyphen8 can design and run usability testing with internal and external users, and give feedback on how things could be improved.
- **Content Design:** The content we produce is often focused on what we want to say. What is actually important, is what the people we are talking to need to know. Words really matter, as does the way we structure and lay out our content. We can review your content for you, or work with you to help design content for new services.
- **User Research:** Do you know what your service users need? Do you want to understand more about what they think of your service, your grant-making or your fundraising? We can work with you to design and run user research which will inform your next steps and help take you to the next level.
- **Agile Coaching:** We're increasingly hearing from organisations who are keen to apply agile principles but aren't quite sure where to start. Team Hyphen8 have experience in both waterfall and agile approaches, and in mixtures of the two! We can work with your teams to support you whatever step of the journey you are at.

"When you're busy, putting time and resources into user research, content design or service design can feel like a luxury you can't afford. Experience shows it's worth the investment. Putting the hard work into your design will make things simple for your users. And in turn, you'll get the best results."
