Redesign .... Start by gaining **empathy**.

1 Interview

Notes from your first interview

2 Dig deeper

Notes from your second interview

Reframe the problem.

3 Capture findings 3min

needs: things they are trying to do*
*use verbs

insights: new learnings about your partner's feelings/
worldview to leverage in your design*
*make inferences from what you heard

4 Define problem statement

_____
partner name/description

needs a way to _____
user's need

Surprisingly // because // but . . .
[circle one]

_____

_____
insight

d.⚙⚙⚙⚙⚙

Ideate: generate alternatives to test.

5 Sketch at least 5 *radical* ways to meet your user's needs.

write your problem statement above

6 Share your solutions & capture feedback.

Notes

Switch roles & repeat sharing.

Iterate based on feedback.

7 Reflect & generate a new solution. 3min

Sketch your big idea, note details if necessary!

Build and test.

8 Build your solution.

Make something your partner can interact with!

[not here]

9 Share your solution and get feedback.

+ What worked...

− What could be improved...

? Questions...

! Ideas...

d.