1. Interview Notes (Empathy)   **(2 x 4 mins.)**

2. Detailed Interviews (Empathy)   **(2 x 3 mins.)**

3. Defining the Issue (Define)   **(3 mins.)**

Goals and Wishes *What does this person, or group of poeople need?*

Insights *New learnings about this situation. What's something you see about this experience that maybe the person, or group, does not see? (make inferences from what you heard)*

4. Take a stand with a point-of-view   **(3 mins.)**

_____
NAME AND DESCRIPTION

Needs a way to _____
USER'S NEED

CIRCLE ONE: **because**   **so that**   **surprisingly**

_____

_____
INSIGHT
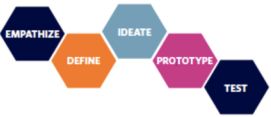
ilc   d.   MAKERDAY

5. Sketch 5 Ideas   (10 mins.)

6. Gain Feedback From Your Partner   (2 x 5 mins.)

7. Redesign Your Idea Based on Feedback   (5 mins.)

8. Sketch Your Group's Idea