

Your mission: **Redesign the learning** experience ...for your **partner**.  
**Start by gaining empathy.**

### 1 Interview

8min (2 sessions x 4 minutes each)

Notes from your first interview

d.

Switch roles & repeat Interview 1.

### 2 Dig deeper

8min (2 sessions x 4 minutes each)

Notes from your second interview

Switch roles & repeat Interview 2.

# 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 3min



\_\_\_\_\_ **partner name/description**

**needs a way to** \_\_\_\_\_

**user's need**

**Surprisingly // because // but ...**

[circle one]

\_\_\_\_\_ **insight**



**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]

10min

### 9 Share your solution and get feedback.

+ What worked...

- What could be improved...

? Questions...

! Ideas...

8min (2 sessions x 4 minutes each)