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

1 Interview

Notes from your first interview

Switch roles & repeat Interview 1.

2 Dig deeper

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

[partner name/description]

needs a way to [user’s need]

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

[insight]
**Ideate:** generate alternatives to test.

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

6 **Share your solutions & capture feedback.**
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!

9 Share your solution and get feedback.

+ What worked...
- What could be improved...

? Questions...
! Ideas...