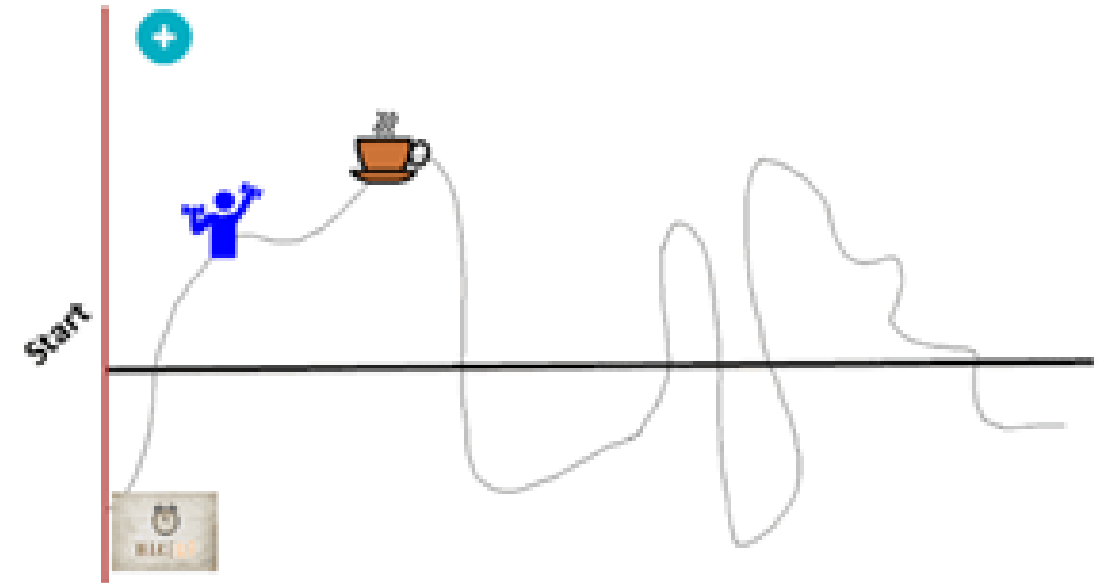


A Day in Your Life at Work.

Draw 3min

Map yesterday's working activities, positive and negative emotions, things that worked well, things that did not go well, happy times, frustration times, etc.

Example



Start



Understand your partner by interviewing him/her

Email your map to your partner.

Take one minute each to Go through the map

1 Interview

8min (2 sessions x 4 minutes each)

Notes from your first interview

When interviewing start with general questions about the low points then focus on one point

Switch roles & repeat Interview

2 Dig Deeper

4min (2 sessions x 2 minutes each)

Notes from your second interview

Dig deeper to learn more about the moment by asking focused questions.

Switch roles & repeat Interview

Reframe the problem.

3 Capture findings 3min

Goals and Wishes:

What is your partner trying to achieve?

*use verbs

Insights: New learnings about your partner's feelings and motivations. What's something you see about your partner's experience that maybe s/he doesn't see?*

*make inferences from what you heard

4 Take a stand with a point-of-view 3min



_____ partner's name/description

needs a way to _____

user's need


because (or "but..." or "Surprisingly...")

[circle one]

insight

Ideate: generate alternatives to test.

5 Sketch at least 5 *radical* ways to meet your user's needs. 4min



write your problem statement above

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6 Share your solutions & capture feedback. 8min (2 sessions x 4 minutes each)

Notes

Iterate based on feedback.

7 Reflect & generate a new solution. 3min

Sketch your big idea, note details if necessary!

TEST

Share your solution and get feedback.

+ What worked...

- What could be improved...

? Questions...

! Ideas...

8min (2 sessions x 4 minutes each)