# Redesign .... Start by gaining empathy.

#### 1 Interview

### 2 Dig deeper

Notes from your first interview Notes from your second interview



# Reframe the problem.

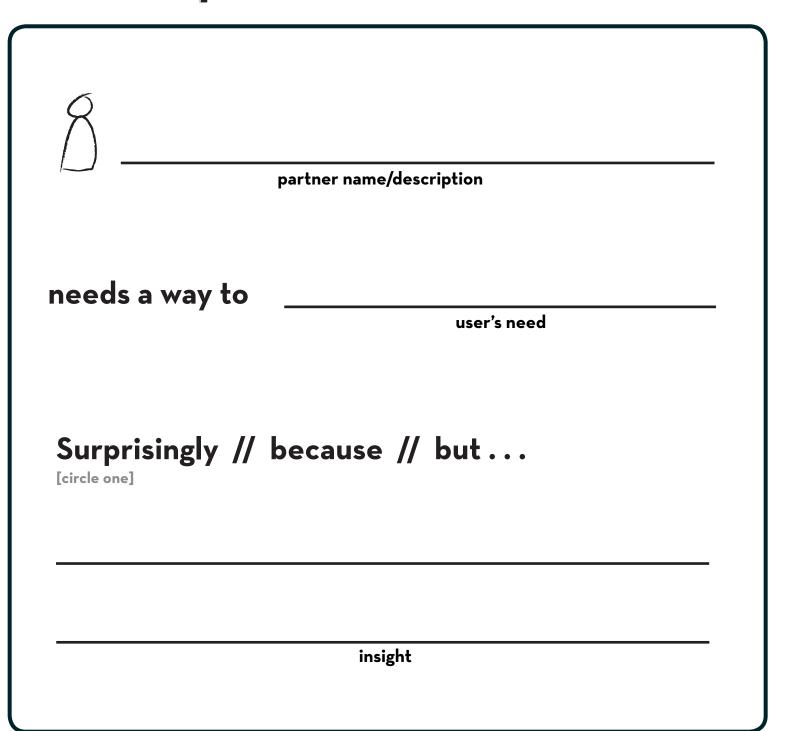
### 3 Capture findings 3min

**needs**: things they are trying to do\*

insights: new learnings about your partner's feelings/ worldview to leverage in your design\*

\*make inferences from what you heard

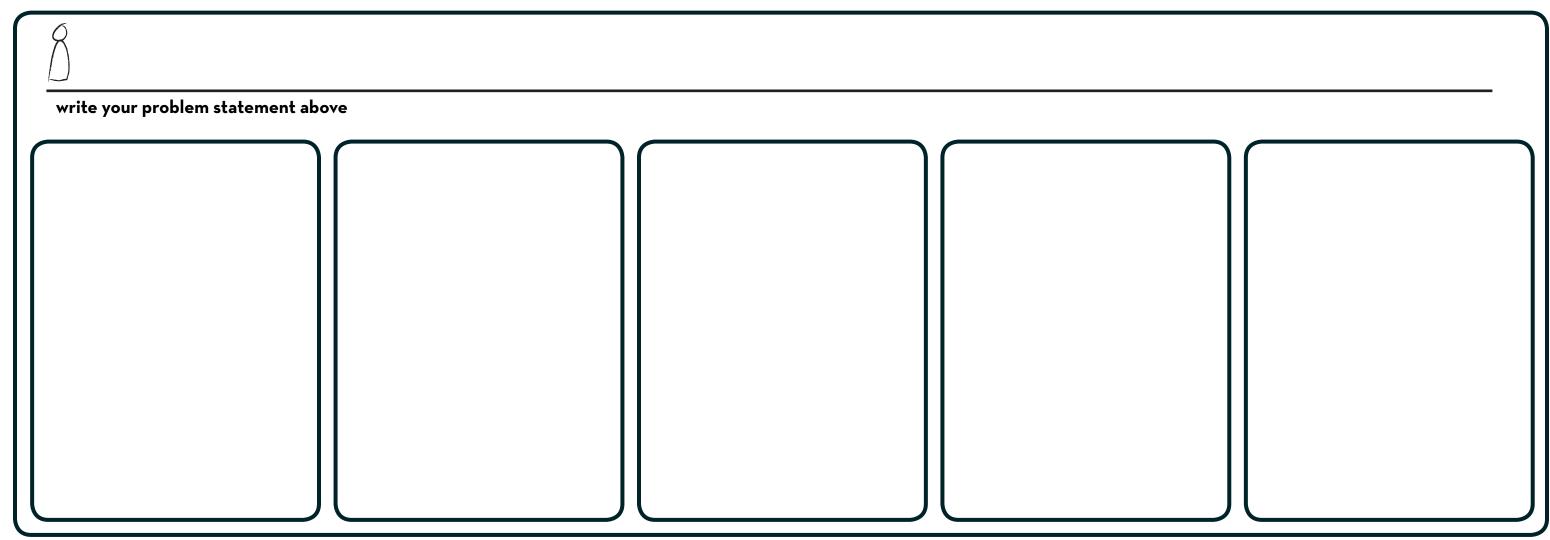
### 4 Define problem statement





## Ideate: generate alternatives to test.

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



6 Share your solutions & capture feedback.



### Iterate based on feedback.

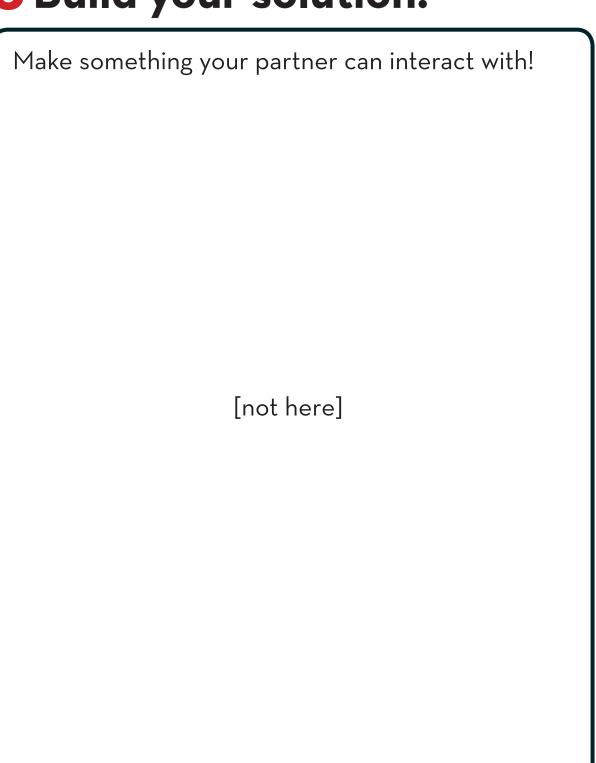
### 7 Reflect & generate a new solution. 3min





### Build and test.

### 8 Build your solution.



### **9** Share your solution and get feedback.

