

Empathy 1: Making Sense of Empathy Interviews

WHAT will we have when this activity is complete?	We will have a list of important insights from our empathy interviews.
WHY is this activity important?	The insights from empathy interviews will tell us what users need and guide us in creating a solution.
HOW do I do this activity while keeping the habits in mind?	We will focus on empathy - really listening to what users say they need instead of imposing our own needs on them. For more ideas, click on this link.
WHEN in the process does this activity come?	We will do this activity after all our coalition members have completed their empathy interviews, and before we identify the key themes.
WHO needs to be involved with this activity?	We will do this activity with our whole coalition.

In-Person Directions

Provide a step-by-step walkthrough of the process for this module if teams are facilitating in-person sessions. Provide suggestions for in-person facilitation methods. Templates and scripts may be included in this section.

- [These slides](#) can be used to support your facilitation. Feel free to make adaptations that work with your materials, time and prior experience.
- You will see a link at the start of the slides to [a mural board](#) that you can use if you choose to facilitate this session in a virtual format.
- Either way, begin by framing this session as an empathy activity. A time to focus on listening to the voices of students, families, community, teachers, etc. We will likely hear things that are both positive and critical about peoples' experiences in our schools. Our goal is to stay open and hear all of it, so that the insights from our stakeholders really shape our plans.
- Then work through the process laid out in the slides.
- At the end of the session capture the notes from each group, and upload them into your team's google site. This can be in whatever form is easiest for you: photos of chart papers, a link to the mural board, or typed up notes
- Also make sure that the plan for rounding out empathy interviews is clear so that any gaps are filled at the start of the next meeting.
- You will see a prompt for individual reflection on empathy in the slides. You could have folks just do that in personal notes, or you could create a survey or ask members to send you and email with their individual reflections. Sometimes anonymized reflections can be a helpful way for folks to see that others are having a similar internal process. If you do not collect their reflections, perhaps at least capture a few notes

from the share out and use them as part of the opening of the next session.
<p>Virtual Directions</p> <p><i>Provide a step-by-step walkthrough of the process for this module if teams are facilitating a virtual design session. Provide suggestions for virtual facilitation methods. Templates, virtual tools, links to workspaces, and scripts may be included in this section.</i></p>
Use the same process and slides, and substitute the mural board for chart paper .
<p>Example Process & Product</p> <p><i>Provide a sample to guide teams in the creation of their intended process and product for the module; include photos or links to a document if helpful</i></p>
Visual examples of the products of this session are in the slide deck.
<p>Gut Check & Reflection</p> <p><i>Prompt teams to evaluate their product based on the module objectives, the habits, and their work from previous modules</i></p>
<ul style="list-style-type: none"> • How well did we capture the voices of those we interviewed? • What is something you learned about people's experiences that are different than your own?
<p>Resources & Links</p> <p><i>Provide links to supporting tools, strategy resources, templates, etc to support the module</i></p>
<p>Slides</p> <p>Mural board</p>
<p>Next Steps</p> <p><i>Provide a direct link to the next module</i></p>
The next module in the design sequence is Identifying Key Themes . Your team will use the data collected from Empathy Interviews to identify big ideas that emerge from your stakeholders.

Build Phase - Meeting 3
Activity 1: Making Sense of Empathy Interviews

[Module List DRAFT](#)