

Empathy Interviews: Before, During, After...

Before Resources:	<ul style="list-style-type: none">• IDEO Toolkit (page 31) Preparing a Question Guide<ul style="list-style-type: none">○ You could print page 31 and have students go through the steps of preparing for conducting empathy interviews in groups.• Tips for Preparing for Empathy Interviews<ul style="list-style-type: none">○ This could serve as a good resource for students when they are designing and organizing their questions.
During Resources:	<ul style="list-style-type: none">• Engaging in and Recording Empathy Interviews<ul style="list-style-type: none">○ This could serve as a guide or worksheet students could use before and during the empathy interview process.• Printable Worksheet for Preparing and Recording (Pages 13 & 14)
After Resources:	<ul style="list-style-type: none">• Utilizing an Empathy Map (page 19)<ul style="list-style-type: none">○ You could use this strategy after the Empathy Interviews to help students compile their learning and begin to make a decision.