

Empathy 2: Identifying Key Themes

WHAT will we have when this activity is complete?	We will have identified 1-3 themes that we must address with our prototype.
WHY is this activity important?	The themes will help us stay focused in what we create and will help us communicate our “why” to our community.
HOW do I do this activity while keeping the habits in mind?	We will focus on empathy to keep our users’ needs in mind.
WHEN in the process does this activity come?	We will do this activity after we identify important insights from various users, and before we explore the root causes for why the issues exist in our community.
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.
- The session begins by giving folks a way to bring the additional empathy interview data into the chart paper or mural board created last session.
 - This is done in small groups, by user. Folks who did interviews need to go to the group for that user type.
 - If someone did a couple that span groups, they can visit both groups. There will be a chance for whole group share out of added information, so anyone who has to leave one group and go to another will have the opportunity to catch it if new content they added was somehow overlooked in their absence.
 - Alternatively, if it is easy to do so, folks can leave their notes from an interview with someone else who is in that group. There will almost certainly be folks who did not conduct additional interviews, they can take notes from a colleague and add ot the chart paper on their behalf.
 - Once each group finishes their small group work, take time to have new information read out loud for people in all of the groups to hear.
- The next step in the session is to read the themes sections in the “United We Learn” report, and identify themes that are most deeply connected to what each small group is hearing from their users.
 - You will want to evenly distribute people for this portion of the work. Folks may also want to switch groups so they can be in a group they are a part of (a student in the student group for example). Or to a group they really care a lot about and interviewed deeply (like a special education teacher wanting to be in

the student group).

- This is the link to the “United We Learn” report.
<https://education.ky.gov/CommOfEd/Documents/United%20We%20Learn%20Report.pdf>
- People can read on screen, or you can print a copy of the commonwealth-wide themes for everyone and 4-5 copies of each set of user-specific themes to hand out to small groups.
- Process-wise, we recommend you ask each person to read and make note of themes they think would really resonate with the user group they are focussing on. Everyone should read the commonwealth-wide themes, and the list of themes that are specific to their user.
- Then they can discuss those connections and come to agreement about which two commonwealth-wide and user-specific themes they think are most important to their user group. Before returning to the full group as each group to write down their chosen themes and prepare one person to present so they are ready to share the themes you identified AND say 2-3 sentences about what you heard from users that caused you all to select these themes.
- Then come together as a full group and seek consensus about the 2-3 themes you want to carry forward into the next session - root cause analysis.
- If consensus is not easy/obvious use dot voting to come to as short a list as you can. 2-3 themes going into the next activity is ideal. But you can bring 4-5 if need. Hopefully you see ways to pull some of their priorities together so you can help frame that in the next session.
- A slide is provided to capture those final themes.
- On the last slide, you will see a prompt for individual reflection on empathy in the slides. This time we suggest folks pair up for reflection, rather than doing individual reflection. As we work through Empathy efforts together, we are trying to get more and more comfortable being reflective about how well we demonstrate empathy as we work together. Pairing up and is a step more public than personal reflection. If you feel the group isn't yet ready, continue with individual reflection.

Virtual Directions

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.

Same directions, just use the mural board you used in the previous session to do the work.

Example Process & Product

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

The product of this session is the chart paper or mural board collection of user data and the groups final list of themes to take forward into the next step. Be sure to capture your chart paper via photograph and keep images of them in your team's online workspace

Gut Check & Reflection

Prompt teams to evaluate their product based on the module objectives, the habits, and their work from previous modules

See final slide in the deck for reflection process

Resources & Links

Provide links to supporting tools, strategy resources, templates, etc to support the module

[These slides](#)

If facilitating virtually, you will want the link to the mural board you created from the template in the previous session

Next Steps

Provide a direct link to the next module

The next module in the design sequence is [Root Cause Analysis](#). Your team will use the themes identified from empathy interviews to identify root causes of challenges in your community.