

Mini Empathic Design Workbook

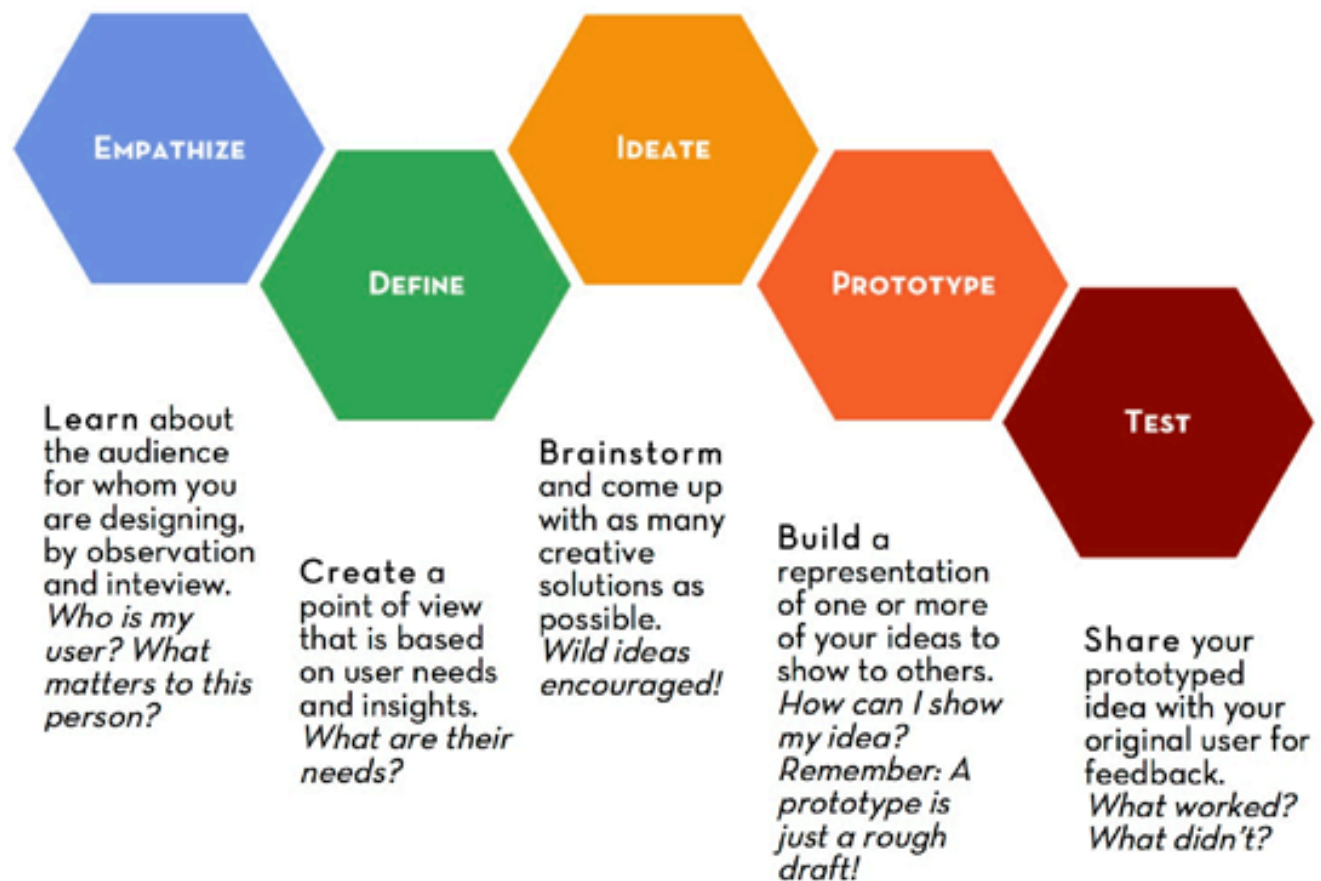
Participants: Edwin, Melissa, Velina, Patricia

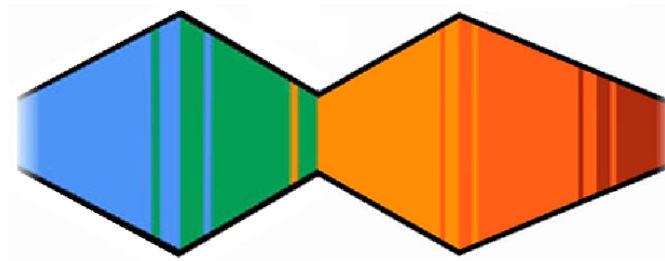
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Introduction to Empathic Design

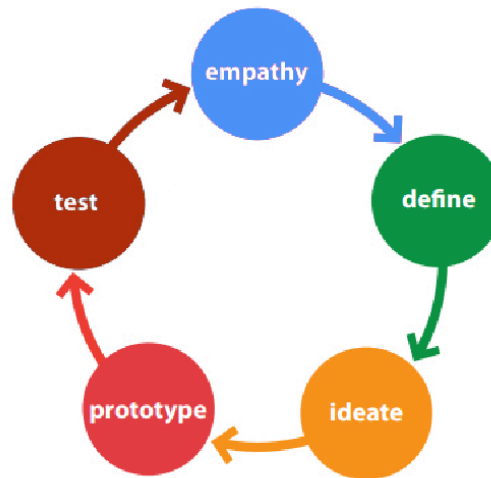
Based on the [Stanford d.school: Introduction to Design Thinking](#) (Bootcamp)





Empathy Define Ideate Prototype Test

Design moves between divergent (opening) and convergent (focusing)



Design is iterative.

Keep going through the process until a refined product, service, process, experience or culture, etc. is created.

Contents

1. **empathy** Interview
2. **define** Empathy Map: Interpreting needs
3. **empathy** Check accuracy of insights
4. **define** Define one problem statement
5. **define** Translate the problem into a 'How Might We' challenge
6. **ideate** Brainstorm
7. **empathy** Share brainstorm
8. **prototype** Develop prototype
9. **test** Share solution and get feedback
10. **Create Shared Meaning**
11. **Homework**
12. **Feedback**

1

Your challenge:

How might we redesign the Empathy Circle to foster a more empathic way of being?



Interview 6 min each person (24 min)

Sample questions (come up with your own):

- What was your experience of the Empathy Circle?
- Did it feel like it created an empathic environment? Why?
- What areas did you have trouble with and why?
- What areas worked well and why?
- What did you like or wish was different?
- What needs of yours were met or not met?
- Dig even deeper into your partner's experience. Try asking "why?" 5 times to your partner's answers. etc.

Come up with some questions to ask.

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Interview Transcripts:

Edwin interviews Velina

(notes by Melisa)

What was your experience of the empathy circle?

- **Good/ appreciate time to connect.** get more sense of community in persons. Appreciate

Any Problems?

- disappoint not seeing patricia today. (video camera not turned on)
- She understands why Patrecia needs to take care of herself and not be on camera. glad she is taking care of herself.
- Understand patricia's feeling. and feel for Melissa's sickness condition, feels excited for Edwin

lost conversation

Emotions?

- **Valina feels more connected to people in the circle.**
- was good to have opportunity to talk with people other races
- Asia women. This connected to Velina's negative memory of her husband's asian family.

Empathy How we can improve?

- Include feelings, needs guessing?
- **feedback loops exchange.** after someone has shared, they can hear the other person's reaction.
- build security and safety.
- Could have opportunity to ask not just reflect back.
 - Give the opportunity for the listener to respond to the speaker
 - Do you want me to respond to the questions.
 - Enhance the deeper connection.
 - [what are the feelings and the need?]

Velina interviews Melisa

(notes by edwin)

How are you feeling about the empathy circle?

- I first felt a bit nervous
- I want to get it started and see how it works
- I want to observe how they do the empathy circle
- everyone has a different style and I want to see the different styles
- see which one is the right way.
- I want to catch the best way..
- I want to reflect core ideas and it's hard to reflect the full words

Are you wanting this as part of the design process?

- I am not sure if my way is working or not work?
- Should I change or improve?

Are you wanting feedback if you are doing it well?

- yes

Are you saying you are needing reassurance?

- I like feedback,
- we need a measurement of how well we are doing empathic listening.
- how to improve ?
- [how do we create a measurement of how well you are doing with the listening and reflection?]

Maybe create a design around a meter of how well we are doing?

- The person who is listening is asked if they are heard. So if they say you are heard, then that is a measurement.
- it's how much the person feels heard.

You have a concern that you are doing it well enough?

- We should ask people who are being heard if they need some feedback.

Melisa interviews Patricia

(notes by Velina):

Patricia really liked the empathy circle. Patricia noticed that Velina is using more emotions and that she is just straight forward and wants to have more emotions. Feels that when she does the listening **she wants to understand the feelings not just facts**. Melissa thinks she is in the same situation. **They both feel they can improve on this process**. I see the two of them sharing that they are having the same experience with doubts about doing the listening right.

It's helping Patricia a lot to listen to how to feel into the experience of the sharing rather than just the parroting. Patricia felt like I was giving her a lot of encouragement and that felt good but doesn't feel she is giving as much back and wants to learn and grow in the process.

Patricia notices that she needs to learn to give herself more empathy.

She thinks that the group needs to be on the same page...ex with the time of the class.

She would like to see more organization and clarity in the events calendar. There was confusion and maybe too many sources for information. And we need to consolidate and streamline

(Edwin Notes):

How do you feel about doing the empathy circle today?

- your question resonates with me
- Velina is putting in a lot of emotion in her reflection
- That is something I need to work on
- I need to have the feel and felt emotions
- **When I do empathic listening I need to do more feeling than the facts**
- **I can improve on connecting more to the feelings**

How can we improve doing empathy?

- whatever you shared with velina helped me a lot
- get more into feelings

What kind of emotions or feelings do you have when you do an empathy circle?

- when I was reflected by valina and she gave me support that felt good
- I felt I was supported

What area do you want to improve and why?

- Personally: I need to be more kind to myself
- For Group:
 - we are doing really well. we need to be on the same page
 - need one event calendar [done-should be clear in the future]
 - the time issue 9 to 12 - get on the same page on [done-should be clear in the future]
 - if there is a place we can have all the material on one page [done- website]

Patricia interviews Edwin

(notes by Velina)

How are your feeling about the empathy circle?

- Edwin is feeling some anxiety about the format but with the dialogue he is feeling better hearing all of the feedback. [needing effectiveness and reassurance]
- He Liked the ritual of the empathy circle and using the candle and mindfulness with intention setting to set the state but the empathic listening part also felt short.
- The one hour feels a bit short since from experience he noticed that it takes about an hour to warm up and then people start sinking into feelings.
- He did a lot of these circles before and it was nice to do it again.
- He wants to do it a lot more empathic design workshops because he thinks that is the answer to refining the process.
- He sees the need for more **educational material such as videos addressing specific problems.** Like maybe a FAQ but more **like most common concerns then have a list of solutions or maybe video examples and showing the possible remedies**
 - [how might we design educational material for the empathy Circle?]
 - [how might we design a FAQ for the empathy Circle?]
- **Detaching from the circle.** Feeling bored. Boredom not exciting. Curious about the quality of the circle. Exploring the boredom. The feelings of the different participants involvement. **Maybe having silent listeners take notes in order to feel more engage.**
- [edwin is concerned about people detaching or withdrawing, wanting them to stay engaged and involved. (why)]
 - How might we foster involvement and engagement with participants?
 - How how might we assist edwin with his issues around people not staying present, detaching and not being present?]

(notes by Melissa)

Edwin feel about empathy

- Anxiety about how it's working
- feedback is helping on getting back on everyone in the circle
- it's good to have ritual to add more empathy to other people
- Want more time to do empathy circle so that the connection could be deeper - but also sees that to do the full cycle, we only have an hour.

How to improve

- Practice/consistence/do it a lot of empathy circles to get a lot of experience. practice makes better
- Do video and sample of empathy circle
 - Explain what's right/what's wrong/ how can we do it
- Find anxiety in the process to improve how we do empathy circle

Feeling that need to improve

- bored/ not exciting this involve with the empathy quality
- how to make more involvement
- How to make it more engage> write doesn't topic in the empathy circle

2

Empathy Map: 5 min


Insights and needs: On your own, write down answers to the following questions.


Sample [feelings](#) & [needs](#). Printable: [needs.pdf](#) & [feelings.pdf](#)

define

What are some notable aspects of your partner's experience that stand out? 6 min What do they experience, think, see, hear, etc?	What are related feeling?	What are related need(s)?
<p>Sample (0) Your Name: Jane Interviewee Name: John Insight: John feels frustrated and discontented because he does not feel heard and included in his family.</p> <p>Feedback: (after Jane shares her insight with John, she learns he also feels sad and lonely. He also has a need for love.)</p>	<p>frustrated, discontented</p> <p>sad lonely</p>	<p>inclusion, feeling heard, connection,</p> <p>love</p>
<p>Your Name: Edwin Interviewee Name: Velina Insight: Valina feels more connected to people in the circle. Was good to have opportunity to talk with people other races</p> <p>Feedback: yes..</p>	<p>pleasant connection positive</p>	<p>connection community</p>
<p>Your Name: Edwin Interviewee Name: Velina Insight: create a feedback loop in the reflection exchange. after someone has shared, they ask to can hear the other person's reaction. Include feelings, needs guessing?</p> <p>Feedback: build more connections, feeling likes the online part - saves gas. money. !</p>	<p>support contribution</p>	<p>effectiveness, inclusion connection</p>
<p>Your Name: Velina Interviewee Name: Melissa Insight: Melissa is feeling nervous and unsure of herself. She wants to be able get to the core of the issues and wants to observe more and concerned she isn't doing it right. She is wanting some kind of empathy meter or way of measuring her level of empathy</p>	<p>anxious nervous uncertain curious</p>	<p>learning practice support feedback competence confidence</p>

Feedback: Yes		
Your Name: Melissa Interviewee Name: Patricia Insight: She feels that she want to improve on adding more empathy rather than straight forward reflection. she feels not skilled enough be more than a parent. Feedback: reassurance helped	Upset Uncertain Not skilled yet	Grow Develop Improve
Your Name: Interviewee Name: Insight: Feedback:		

3	Check the accuracy of your insights 15 min (5 min each) Reflect and share your interpretations, gain feedback on how accurate you were and if there's more.	
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4	Define one problem/pain/need statement 2 min For example: John feels frustrated and discontented because he does not feel fully heard in the empathy circle.	
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problem: need measurement

problem: need more interaction/guessing feelings and needs

problem: need practice being more empathic not just parroting

problem: wanting to know the core issues

problem: Melissa and patricia are feeling anxious about doing the empathic listening well. they want to be sure they are doing it correctly or well and are improving.

Problem: Need some kind of example that can clearly demonstrate how to do reflective listening correctly.

Problem: Need some measurement to do it right or wrong.

Merge problem Statements:


how do we actually do empathic listing., some kind of video.

video of exercise.

this is the right and wrong way of doing it.

what is really the right way to do it.

empathy for dummies

5	Translate the problem into a ‘How Might We’ (HMW) challenge For example: How might we support John in feeling heard and connected in the empathy circle?	
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How Might We show people how to actually do empathic listening well.

How might we create an understanding on what is the right and wrong thing to do when we do reflective listening?

How might we demonstrate empathic listening and empathy circles for educational purpose?

6

Brainstorm

5 min

Take a piece of paper and divide it into 6 sections.

On your own, imagine some solutions that may address your partner's needs.

Do rapid brainstorming of wild and radical ideas, go for quantity not quality.

Draw, sketch, diagram or write at least 6 new ways to address their needs.

ideate

1	2	3
4	5	6

Copy your “how might we” challenge here:

demo example video of flowing empathic circle where both parties are feeling heard and understood.

demo of an “empathic circle” where the listener is not paying attention or interrupting. The speaker is getting frustrating and angry or irritated and then shuts down or shouts to be heard. Maybe do 3 with one that is very smooth, on that is challenged but both are making an earnest effort and one that might reflect what would happen if we tried reflective listening with a challenging family member.

[Add the issues that come like,

I feel worried.

add commentary.

pop up captions.

a series of people having trouble,

several sharing their problems and getting empathy about it.]

Pause the video and have print on the screen to illustrate what is being done effectively and what is being done that distracts empathic connection.

Ex: during video the screen will have pop up comments like

“notice how the listener is giving eye contact and nodding head to create a sense of connection and understanding”

“notice where the speaker takes a deep breath after hearing the reflection because their nervous system is relaxing as the empathy sets in”

“notice how the listener says “What I think I hear you saying is that you....?” softly with a gentle humility that connotes curiosity rather than knowing”

Then when with the other video,

“notice the listener not looking at the speaker”

“notice how the listening is speaking robotically and just parroting”

“notice how the speaker is glazing over”

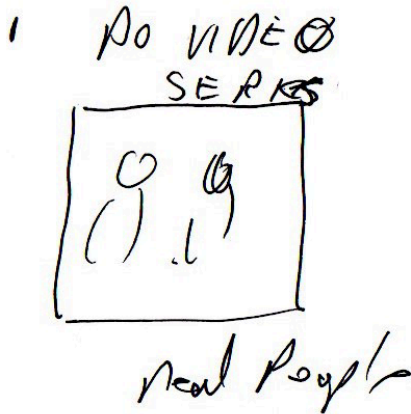
How might we demonstrate empathic listening and empathy circles for educational purpose?

Name: Post Drawing of Idea below:	Write Prototype Description exercise.. watch the video of the empathic listening and look at it afterwards and make comments.
Feedback:	

Name: Post Drawing of Idea below:	Write Prototype Description people drawn in exercise outfit.. create tools - have cards and worksheets self correcting
Feedback:	

Name:

Post Drawing of Idea below:



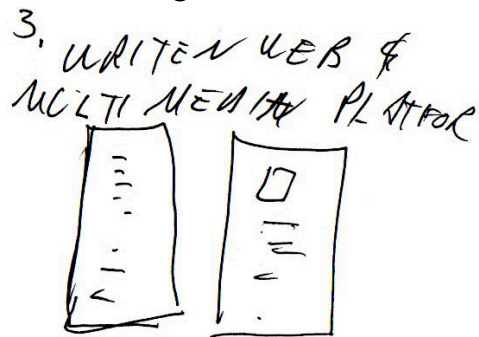
Write Prototype Description

create a video series,
or a cartoon series.

Feedback:

Name:

Post Drawing of Idea below:




EXPANDABLE WITH
COMMENTS

Write Prototype Description

design a multimedia website for how to empathic
listening.
have it be

Feedback:

<p>Name: Post Drawing of Idea below:</p> 	<p>Write Prototype Description</p> <p>have a facebook discussion group on empathic listening.</p> <p>some exercise guys , big guys doing empathic</p>
<p>Feedback:</p>	

<p>Name: Post Drawing of Idea below:</p>	<p>Write Prototype Description</p> <p>have a personal emapthy coat that follow you</p>
<p>Feedback:</p>	

<p>Name: Post Drawing of Idea below:</p>	<p>Write Prototype Description</p>
<p>Feedback:</p>	

Name: Post Drawing of Idea below:	Write Prototype Description
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Feedback:	

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Feedback:	

Name: Post Drawing of Idea below:	Write Prototype Description
Feedback:	

7 Share your brainstorm with your partner

? min

Get feedback from your partner and take notes about their reaction.

Find out what they think & feel about your ideas & how they addressed their needs.

What excites or disappoints your partner about your ideas?



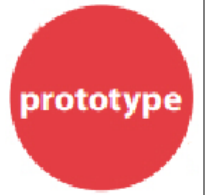
8

Based on feedback, develop one prototype 5 min

Get tangible.

In your workbook, draw, sketch, diagram, role ll a prototype to address your partner's needs.

Using any materials available, create a visual or physical model.



A video of sample empathic video with pop up instruction and other illustrations/observations

this is how to do empathic listening

a short sample. which one.

video of dad.

a lot of detail explanation.

why is this effective?

create a series of video.

9

Share your solution and get feedback

15 min

Test your solution with your partner.

Use your prototype to get to know your partner's needs even more deeply.

test

empathy


+ What Worked?

- What could be improved?

? Questions

*** How does your prototype create more empathy?**

! New Ideas for going forward?

10	Create Shared Meaning Share with the full team	5 min per person 
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How might we create shared meaning out of this material?

- create a webpage?
- create a report?
-

how to make it effective and something that people use.

11

Home Work and Next Steps

On your own, scan the images and add them to this workbook and your final report.



Agreements: Next Steps

Name	Tasks	Completed By Date	
edwin	create an initial video		
	FAQ		

12

Feedback: I Like... Wish... What if...

5 min

On your own answer the following question about your experience with this design challenge.

When done - Share with the Team

Go around and share your comments with the team.

I Like...

Edwin, that we are gathering information for improving the empathy circle..

Even if people don't show up for the full workshop, we still have captured important feels productive..

surfaced a lot ideas and like the clarity

Melissa, I like that we could came up with the idea in a short amount of time, and decided to do a big idea that we shape it together.

Velina, I like the idea of video with pop ups and using funny skits to demo

==

I Wish...

Edwin, we had more time.

Melissa, like we have our own ideas and we can share .. we can explain it right away.

Velina, I hope to have a great video that gives people what they are needing to feel confident

What if...

Edwin,

Melissa, We could do what we can do faster.

Velina, Edwin has videos that already recorded that are perfect for us to build on not recreate the wheel

