Start by Gaining Empathy

In pairs where Partner A interviews Partner B, then switch where Partner B interviews Partner A.

1 Interview

2 Dig Deeper

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8 min (2 sessions x 4 min each)	8 min (2 sessions x 4 minutes each)
Notes from your first interview	Notes from your second interview
Partner A will interview Partner B for 4	
	roles & repeat interview roles & repeat interview

Reframe and Define

Using the notes from your interview of your partner, Individually record your findings below and then be prepared for a whole group report out.

3 Capture Findings

5 min

Needs –what are they trying to accomplish* *use verbs

insights – new learnings about your partner's feelings/view to leverage in the creation* *make inferences from what you heard

4 What does the future look like?

Based on the Needs and Insights that were discovered in the large group, discuss in groups of 4-5 people.

5 min

	Name
needs a way to	His/her/their need
Unexpectedly, in	his/her/their world,
	Insight

Ideate

In groups of 4-5 people, based on Step 4.

5 Sketch 3-5 radical ways to meet the future direction

5 min

write what your future looks like above, then sketch it below

Create

In groups of 4-5 people based on Step 5.

6 Build it or write it!

8 min

Take what you have done in your groups and create guiding principles that lead to a mission statement.