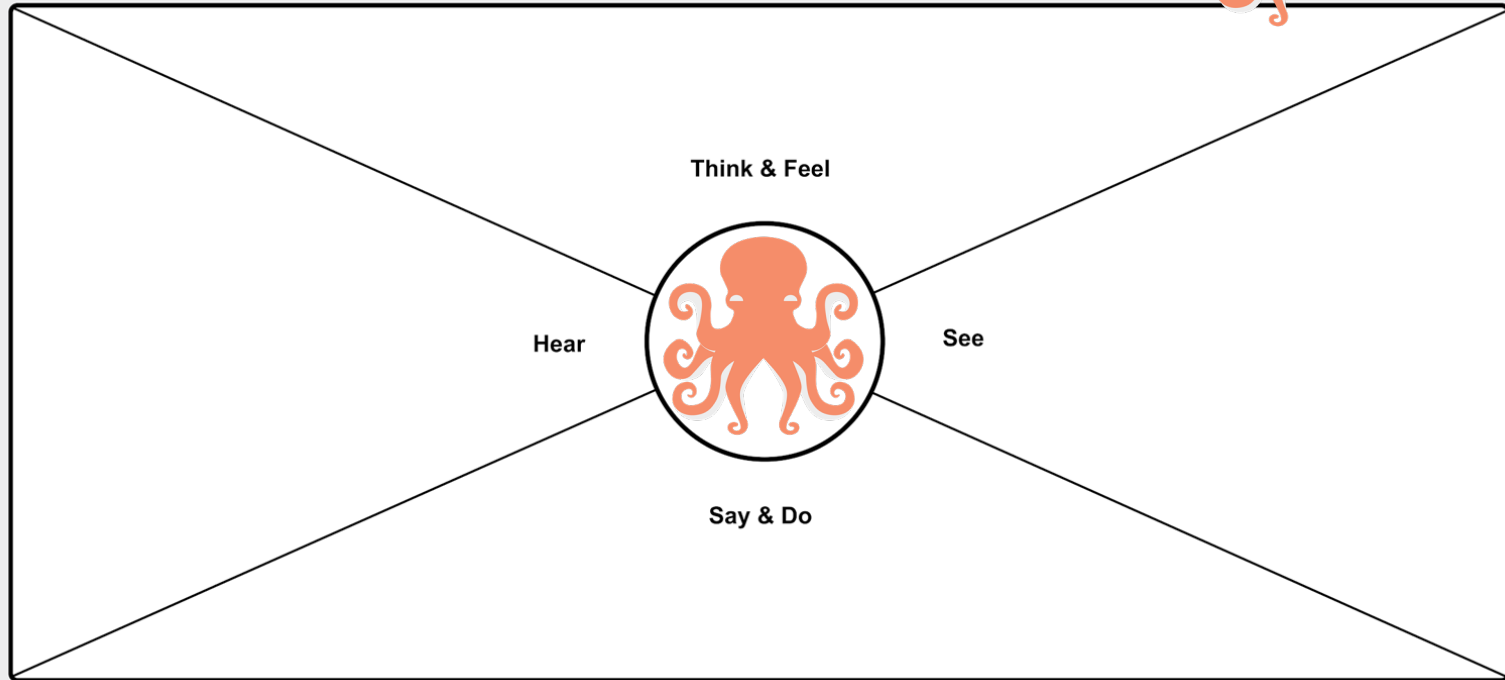

Empathy Map

Empathy Map

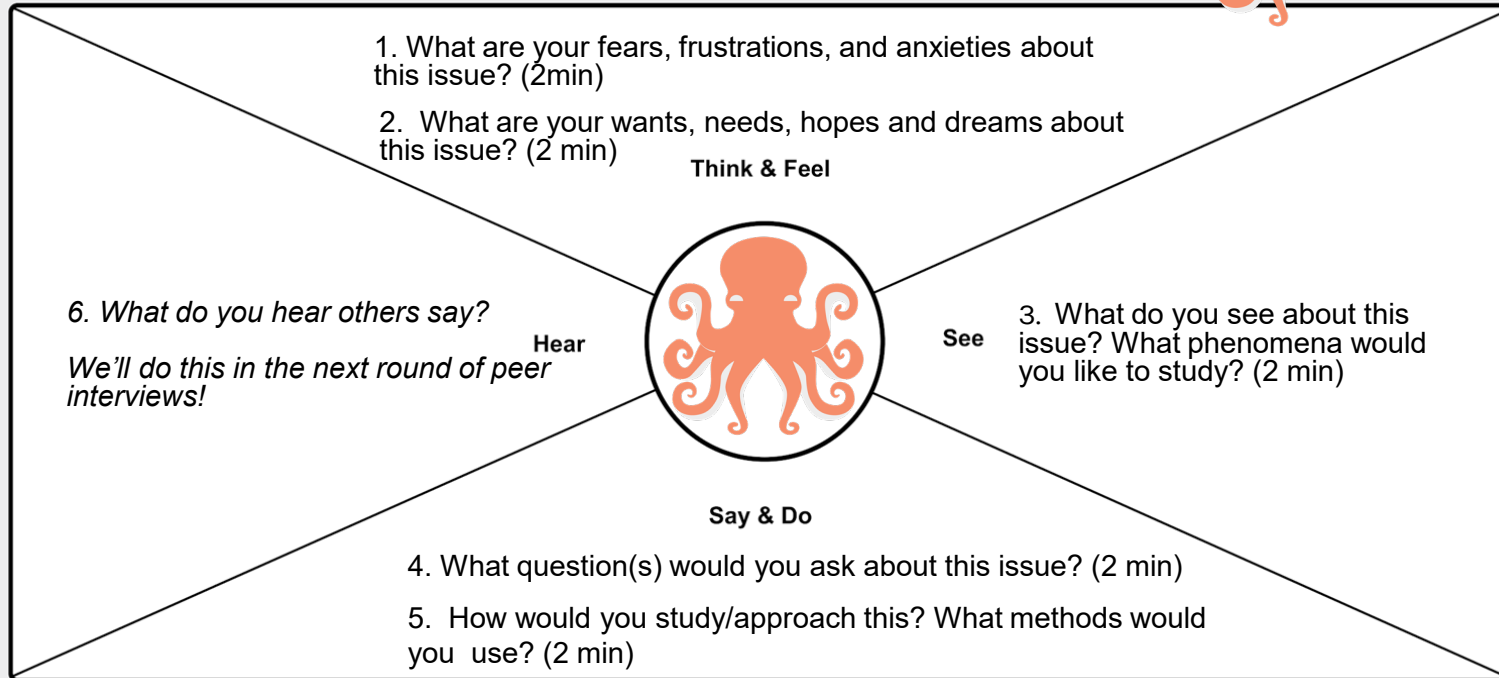


Guided Journaling

Instructions

- just put the pen on the paper and write/draw
- resist the inner editor
- if you don't know what to write, just write 'i don't know what to write'

Guided Journaling Questions



Example questions

- *Can you tell me more about...*
- *Can you explain why that matters?*
- *What does concept x mean in your context?*
- *Can you explain that in a different way?*
- *Help me to understand this part...*
- *Can you make a drawing or model to explain your thinking?*

Peer Interviews in trios (24 min)

Peer interviews (8 min x 3)

Assign Person A and a timekeeper

- a. Person A shares their empathy map. B & C listen attentively with an open mind (2 min)
- b. B & C ask clarifying & deepening questions (open questions!) Suspend advice or feedback(5 min)

Example questions:

- *Can you tell me more about...*
 - *Can you explain why that matters?*
 - *What does concept x mean in your context?*
 - *Can you explain that in a different way?*
 - *Help me to understand this part...*
 - *Can you make a drawing or model to explain your thinking?*
- a. Person A briefly reflects back what they learned about their own perspective (1 min)

Swap roles (twice)

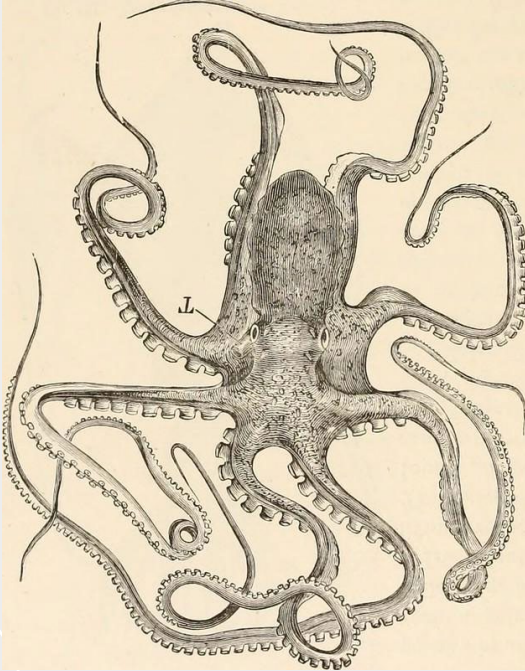
Generative dialogue (10m)

Guiding questions:

- What had real meaning for you?
- What surprised you?
- What challenged you?



Individual Reflection (2 min)



Reflection questions:

- What did you learn about your own perspective?
- What touched you? What connected with you personally?