

Workshop 3

Outcomes



Mindfulness / Future Mantra



Creating mind maps around hot topic issues



Jotting down notes about the hot topic



Capturing photos and videos



Recording interviews


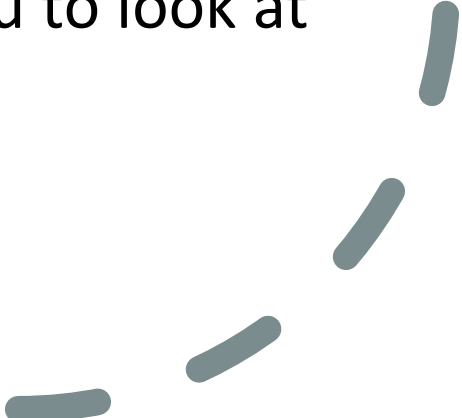


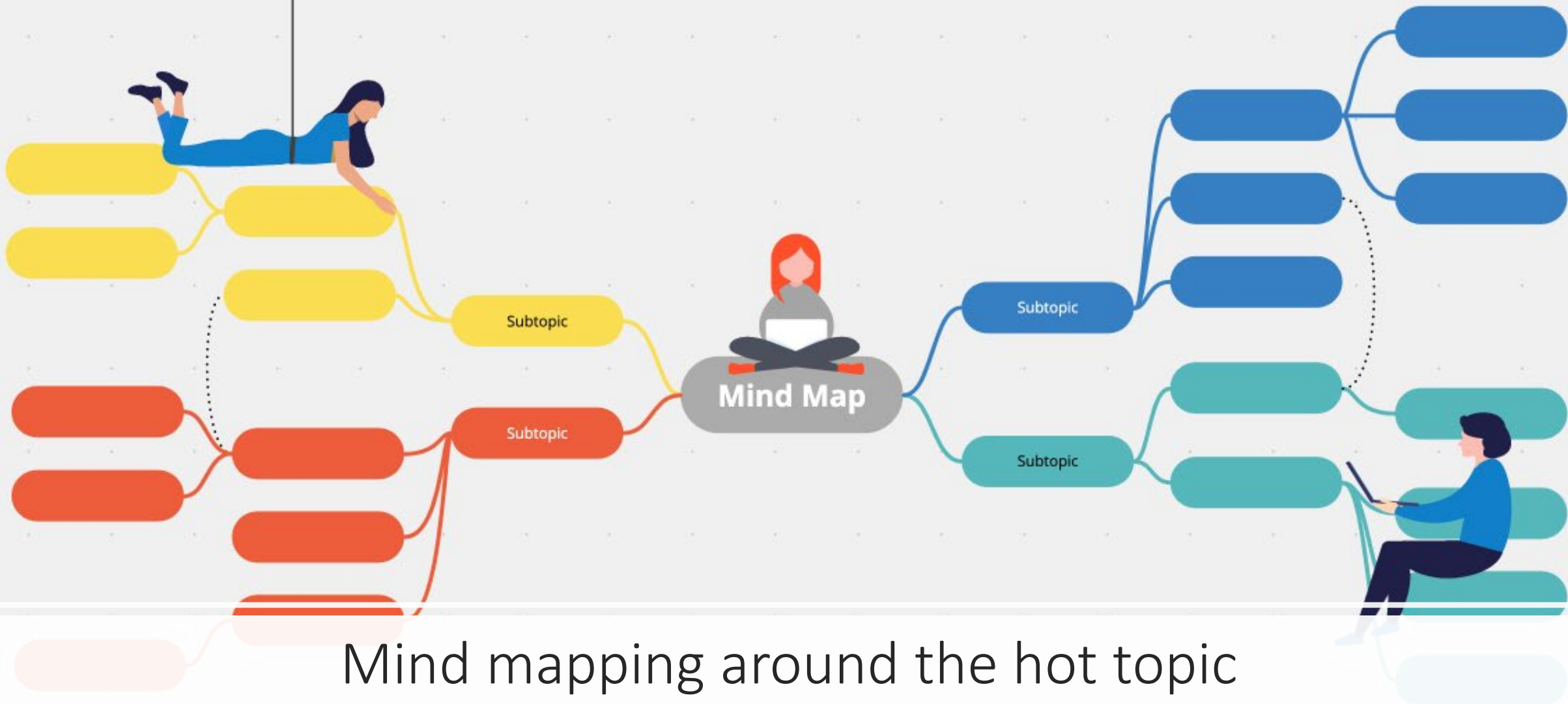
Perspectives about the hot topic



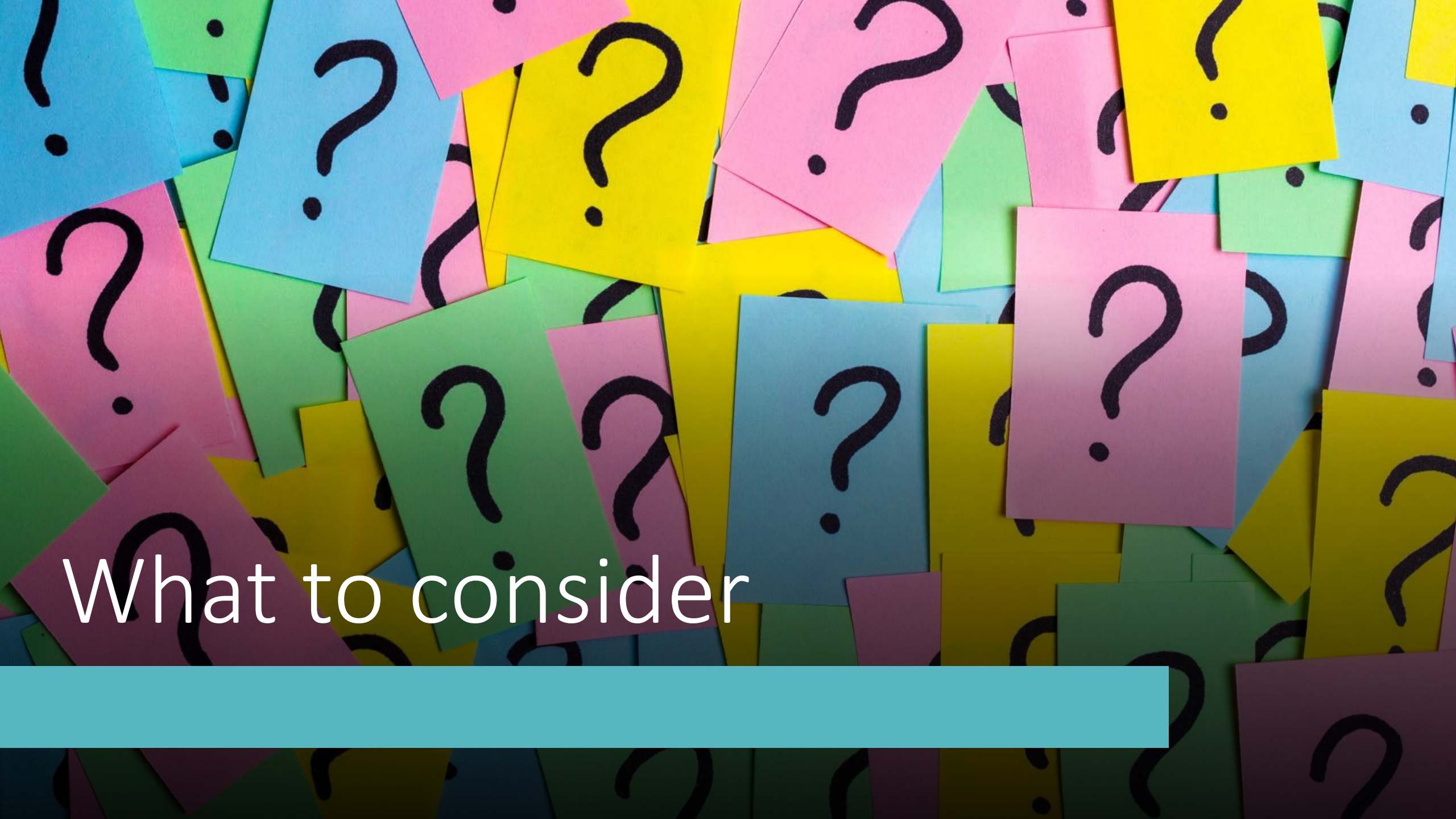
Expansive Thinking



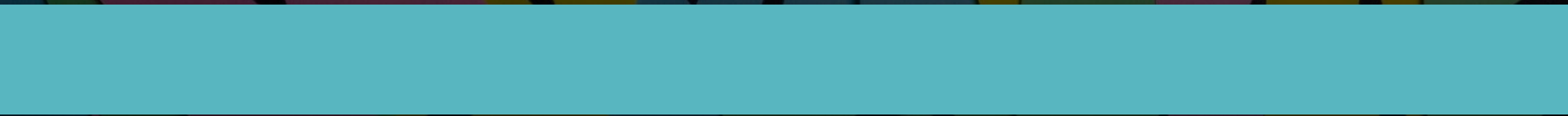
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- **Collect ideas.** Ideas come to us from all places at all times. Write them down no matter how silly they are. Each idea is a sign, a signal of some possibility. Often, ideas don't make sense in isolation but a collection of them might present the opportunity for you to connect the dots of a bigger concept.
 - **Be a consumer of information.** Find sources of new information and fresh ideas. Find sources that force you to think and push you to look at things differently.
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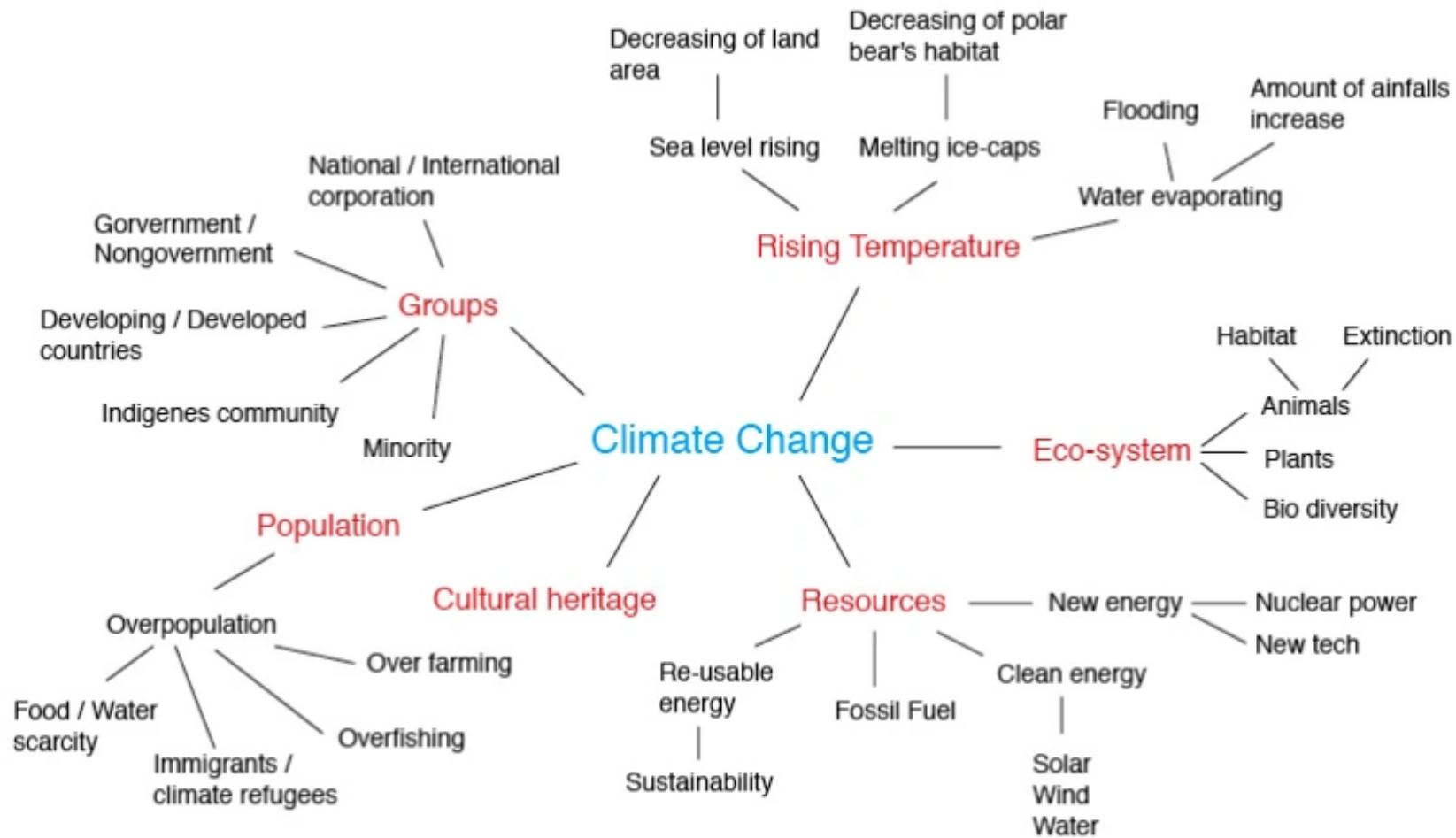


Mind mapping around the hot topic

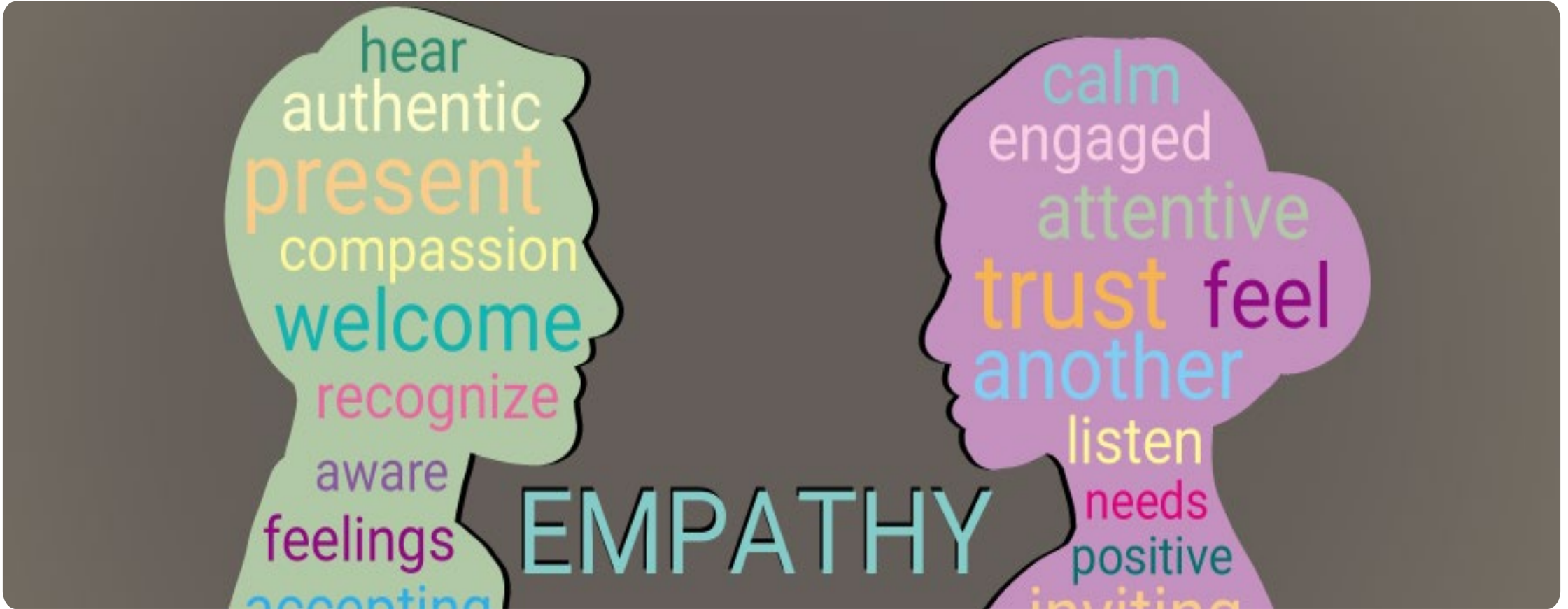


What to consider





Example of a mind map around a hot topic



Empathy interviews

Why is it important to conduct interviews with empathy?

How to conduct an empathy interview

A typical empathy interview protocol has four to eight open-ended, story-based questions. Use question stems such as:

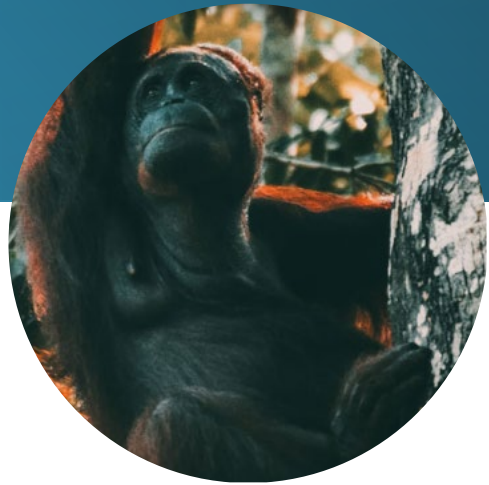
- Tell me about a time when ...
- Tell me about the last time you ...
- What are your best/worst experiences with ____?
- Can you share a story that would help me understand more about ...?

These questions should be followed by open-ended prompts like, “Tell me more,” “Why?,” and “What were you feeling then?” The following checklist can help ensure that your protocol is as unbiased as possible and creates a comfortable space for the conversation.



Recording Interviews

Capturing photos and videos





Mindfulness/Future Mantra Activity