Step 1: Empathy Interview
Ask your partner open-ended questions about their experience communicating their work experience and skills. Does your partner’s resume truly capture the “real” them? What works for them? What doesn’t? Your goal isn’t to write a resume for your partner, but to design a solution that will help them present themselves - their unique skills, abilities and experiences - to potential employers. Listen carefully and attentively to your partner’s answers and record your notes below. (A interviews B - 4 min, B interviews A - 4 min, Total time - 8 minutes)

Step 2: Dig Deeper
Your goal here is to dig deeper, and to encourage your partner to talk about their feelings, emotions, and motivations. Ask “why?” questions, and try and find out what’s truly important to your partner. (A interviews B - 4 min, B interviews A - 4 min, Total time - 8 minutes)
### Step 3: Capture Your Findings
Thinking about your partner’s experience, synthesize your findings. Jot down some **needs** - things your partner is trying to do, and **insights** - things you’ve learned about your partner’s feelings and motivations that might guide your solution. (On your own - 3 minutes)

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<th>Needs</th>
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### Step 4: Define your Problem Statement
A good problem statement is short, specific, meaningful and actionable. (On your own - 3 minutes)

(Your partner’s name)

**needs a way to**

**(your partner’s need)**

**Surprisingly // because // but...**

(circle one)

________________________________________

________________________________________

________________________________________

________________________________________

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Step 5: Sketch at least 5 possible ways to meet your partner’s needs.
Don’t worry about creating “beautiful” sketches - scribbles are just fine. Your goal is quantity, not quality! (On your own - 4 minutes)

(Write your problem statement above)

Step 6: Share your solutions and capture feedback
Present each of your ideas to your partner, and write down their feedback. Avoid the urge to “sell” your ideas!
(A presents to B - 4 min, B presents to A - 4 min, Total time - 8 minutes)
Step 7: Iterate
Reflect on your partner’s feedback. Sketch a brand new idea based on that feedback, or improve upon or further develop one of the ideas that really seemed to resonate with your partner. (On your own - 3 minutes)

Step 8: Prototype
Time to build a prototype of your solution. Your goal is to create something with which your partner can interact. Focus on communicating your idea rather than creating the “perfect” artifact. Get creative! (On your own - 10 minutes)

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**Step 9: Share your solution with your partner**

Explain your solution, and let your partner interact with it. Avoid the urge to defend your prototype - just let your partner use and explore it, and write down their feedback. What works? What could be improved?

(A presents to B - 4 min, B presents to A - 4 min, Total time - 8 minutes)

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<th>What worked?</th>
<th>What could be improved?</th>
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<th>Questions?</th>
<th>Ideas!</th>
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