

Session Objectives

- **Introduce different ways to build empathy for and understanding of the TANF population across the country.**
- **Explore how empathy can be translated into action/design.**

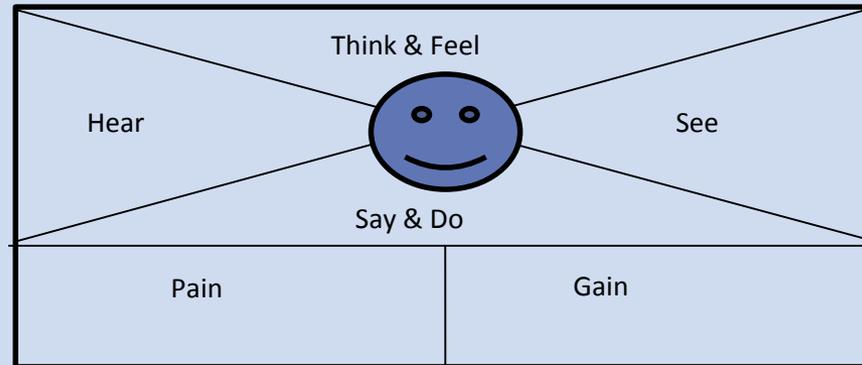
For the next 10 minutes...

- Individually, review the artifacts.
- Use post-it notes to take note of:
 - Things that surprise you
 - Quotes that stuck out,
 - Other information you believe is important
- Write one idea/thought per post-it note.

For the next 10 minutes...

- **Share your post-it notes with your partner.**

For the next 15 minutes...



- **Select 'one type' of low income individual that was represented in the artifacts with your partner.**
- **Complete the Empathy Map, as if you are that person.**
 - **Use this time to respond to the different sections, thinking how that person might think and feeling like that person might feel.**

For the next 30 minutes...

Observation “What did you see, read, or hear?”	Judgment “What is your opinion about that observation?”	Value “What values are ultimately at work?”	Concept of Sketch “What can the design team do to solve this problem?”	Key Metaphor “What is the hook for this story?”

- Now you can dig deeper into your empathy map by completing the Elito Method.
- Take the different comments/responses from your Empathy Map and place them under Observation.
- Then, walk through and answer each of the next questions.

SHARE!