

Human-Centered Design Session 1: Building Empathy and Creating Context

The overall objective of this session is to set the focus, align expectations, ensure the Advisory Panel members have a shared understanding of the problem and environment, create empathy for the individuals of focus, and begin to brainstorm potential stakeholder involvement.

Welcome & Objective Review..... 5 min.

- Welcome to the group
- Review of Human-Centered Design & the rules of brainstorming

Warm-up: Context Canvas..... 30 min.

- Reflect on the [Context Canvas](#) as a group, including a discussion of the following:
 - What components of this vision stand out to you?
 - Does it reflect our shared vision for this initiative?
 - Do the boundaries we’ve drawn make sense for this project?
 - We are developing a framework that starts here, but we want to keep our output adaptable and flexible. What should we keep in mind that will help our current focus scale to other areas?

Empathy Map..... 30 min.

- Review the role of [personas](#) & the purpose of Empathy Maps
- Break into three workgroups to complete an Empathy Map activity

Break 10 min.

Stakeholder Mapping 30 min.

- Review information from the [Environmental Report](#) on stakeholders
- Brainstorm all different possible members of the care team (both traditional and non-traditional)
- Organize and prioritize these different care team members

Group Recap 10 min.

Wrap Up/Next Steps 5 min.