

## HACKTIVITY #4

# Empathy Interview

Activity with:  
**Students or Colleagues**

## DESCRIPTION:

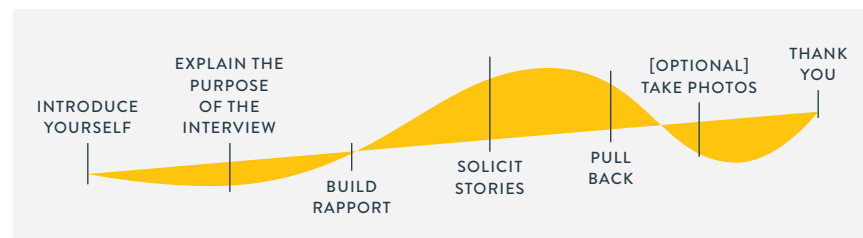
Human-centered design means starting with people, first! By interviewing, you get a chance to get close to people and hear directly from them, in their own words. Interviews are at the heart of the Discover phase! Use this guide to get tips, jumpstart your interview, and record quotes.

## INSTRUCTIONS:

### Tips:

- **Ask why.** Then ask it again (and again).
- **Solicit stories.** "Tell me the last time you..."
- **Stay neutral.** Avoid offering up too much of your own perspective.
- **Sit with the silence.** Sometimes it takes a while to answer a tough question.
- **Take photos.** With permission, take some photos to help others learn from your experience.
- **Capture direct quotes.** Help share what you heard.

### Interview process map:



### Steps:

1. Identify a student, parent, colleague or community member you'd like to interview.
2. Coordinate a time.
3. Map out your questions ahead of time
4. Share back in The Discover phase!

## SHARE:

Share your reflections in the Discover phase at [www.TeachersGuild.org](http://www.TeachersGuild.org). What were some of the key insights you heard? What does it make you think about for future opportunities?