

Empathy helps us understand the people we are designing for.  
Try these activities to help you strengthen your empathy.

# DESIGN EMPATHISER Activity Sheet

## A LISTENING EAR

Ask a friend about their week, and make a deliberate effort to listen more than you speak to them.

When they tell you about their experiences do you feel the urge to share your own stories? Pause.

Instead of talking about yourself, ask them how it made them feel. Ask to understand their feelings during this experience.

## EMOTION CATCHER

Set up a flip chart or poster in a place where you spend time with others, such as your office pantry, a local community centre, or at home with your family.

Draw a line down the middle of the poster to create 2 columns and write a question at the top of each column:

1. What made you feel great today?
2. What frustrated you today?

Place blank sticky notes onto the poster and wait for people to share their thoughts. What patterns do you see?

## TAKE A JOURNEY



Do something you've never done before: sign up for a free event; visit an antiques auction; take a bus to a new neighbourhood and explore.

Pay close attention to how you feel at every step of the journey, and write it down: from making the decision to try this new activity, to signing up or setting off, to arriving and taking part.

**How did it feel as you experienced each new thing?  
Why did it make you feel like this?**

The simplest activities can create emotional responses in us. Tuning in to your own emotional responses to new experiences, can help you build empathy for others' emotional journeys.

