Empathetic Listening Workshop The HIVE
Empathize
empathize: how?
empathize: **how?**

- without judgment
- with a beginner’s eyes
- with curiosity
- optimistically
- respectfully

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- respectfully
Why, WHY, why, Why, WHY ?????
engage with your users to learn who they are

seek stories

talk about feelings
Anatomy of an Interview

- Intro Yourself
- Intro Project
- Build Rapport
- Explore Emotions
- Evoke Stories
- Question Statements
- Thank & Wrap-up
capture your findings

what you see
your user, body language, artifacts

what you hear
quotes, stories, key words, contradictions

what you feel that your user is feeling
emotions, beliefs, confusion