


Empathy Map

Project Name: D3I PC1 KonTEXT

Feelings	Tasks
Forced Unmotivated Bored Insecure Misunderstood Left alone Overwhelmed Feeling unsafe in the neighborhood	Stay with friends and family Reading books Learn how to organize himself Finish the program Forced to educate himself Role in his family Self-reflection and reflect on what has been learned
<div>  <p>Alex, 14</p> </div>	
Mentor, Staff Court Social Media Friends App Technology Chosen book Testimonials Family (Family management problems/ violence) Poor parental supervision and/or monitoring Poor family attachment/ bonding Broken Home Parental use of physical punishment/ harsh and/or erratic discipline practices Quotes and sayings of the other participants Gang involvement/ gang membership Peer alcohol/ tobacco/ another drug Association with delinquent/ aggressive peers	
Influences	

Pain Points	Overall Goals
Fear of their future Do not get further restrictions Concentrate for a long time period Difficulties with reading and understanding the texts Antisocial behavior and alienation General delinquency involvement Favorable attitudes toward alcohol and violence Early onset of aggression/ violence Intellectual and/ or developmental disabilities	Change their habits Better life Educate himself Do not commit a crime again Finish the program Ge through the program as soon and as easy as possible Moderate/ high academic achievement Good organized and functioning schools