Persona Creation

When creating your persona, you need to specify:

- What type of user/role does this persona represent?
- What are your target user's tasks and responsibilities?
- What are your target user's goals and motivations?
- What do your target users value?

As-Is: Write down as much as possible! Change the sizes and number of the boxes depending on the number relevant for your project. - Employee

Phases

Employee goes through a tough phase in life. Eg: medical issue at home, financial issue	Takes a lot of stress. Starts affecting his/her work.	Cannot talk openly about stress at office with the colleagues/manager	Work life affected, this adds to the overall stress of the individual.	Overall health of the employee starts deuterating.		

Doing

Tries to handle the situation alone along with work.	Unable to express his/her frustration to the upper management	Not taking care of his/her health(for ex: not taking proper nutrition at home).	Stop being social.			

Thinking/Feeling

Stressed	Frustration	Feeling of being alone	Social Anxiety	Fatigueness			

Pain Points

Not aware of any available support in the office.	Not being able to talk and discuss openly about stress at work	Unable to get a break from work life.	Isolation				

As-Is: Write down as much as possible! Change the sizes and number of the boxes depending on the number relevant for your project- **Employer**

Phases

Low Productivity due to the rising stressful conditions of the employee.	Unable to resolve issues using existing strategy.	Lack of feedbacks to the employees	Overall productivity of the company falls.	Proper communication channel between management and employees			

Doing

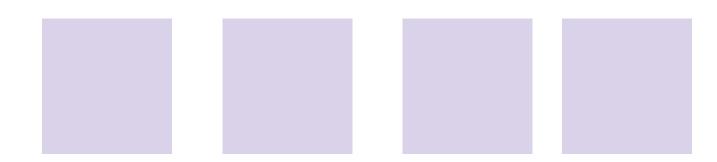|							
Discuss the scenario with Human Resource Department to address the issue.	Approach external vendors for the solution	Proper communication channel between management and employees	Maintain an healthy environment at the workplace.	Resolve conflicts with more positivity			

Thinking/Feeling

Curious to understand causes of the root problem	Curious to understand the solution.	Eager to implement the new solution in the company	Supporting in times of need			

Pain Points

HR has to find out the solutions to combat the stressful situation	Financial constraint, employee data confidentiality	Difficulty in application of the solutions, if the organization is pretty huge.				

Big Ideas: Save any ideas you come up with here and then think of ways to put them in your to-be scenario.

Mentor-Mentee network

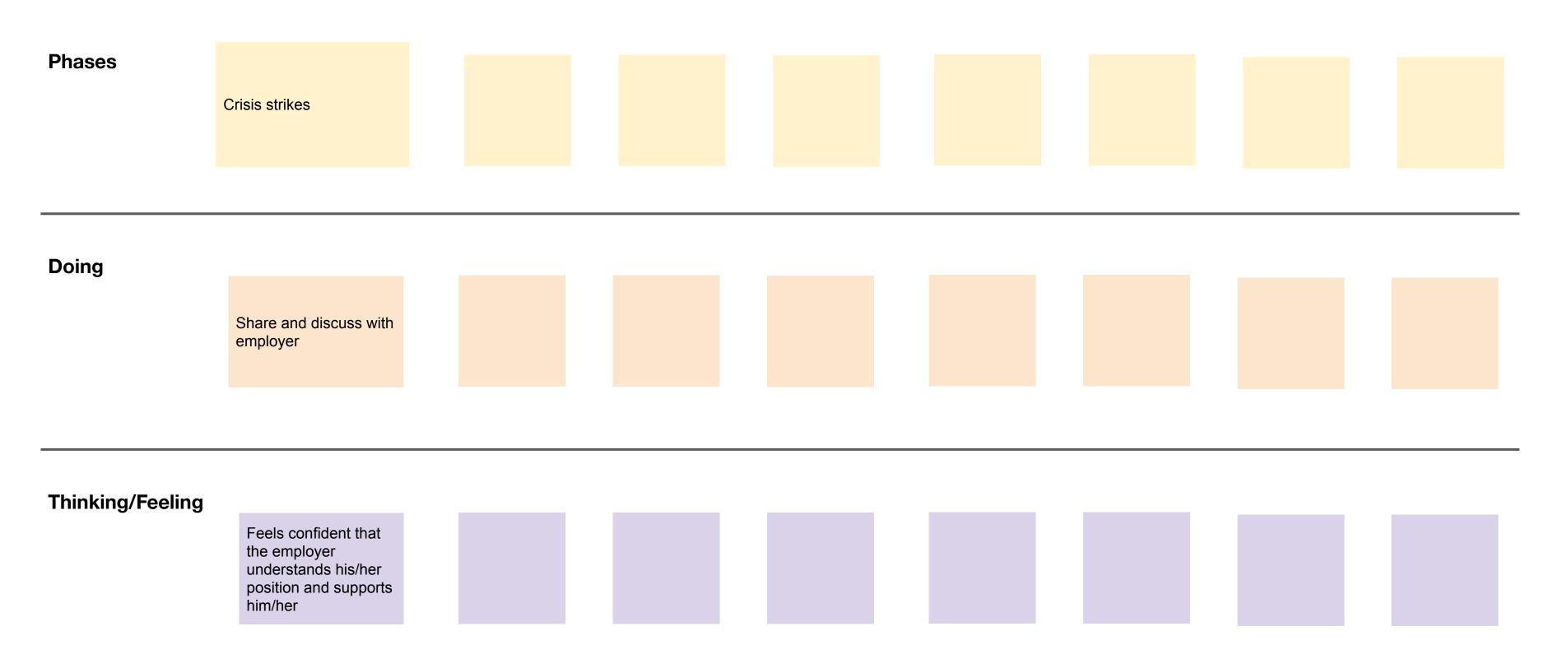Counselor Meetings

IOT devices for real time stress mapping

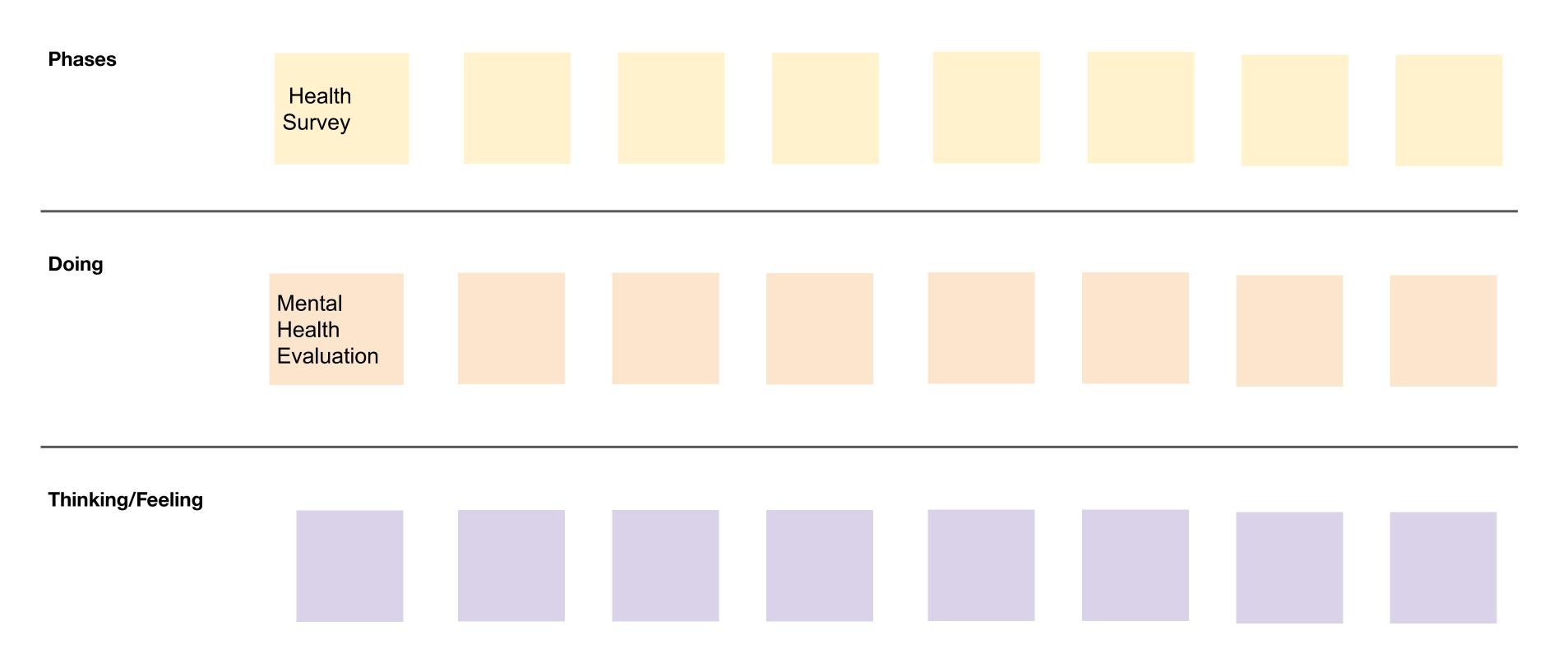Open Talk Forms/ Discussion Communities

Daily stress monitor

Medical help predictor

Self-help groups

To-Be: Write down as much as possible! Change the sizes and number of the boxes depending on the number relevant for your project - Employee.

Phases

Crisis strikes

Doing

Share and discuss with employer

Thinking/Feeling

Feels confident that the employer understands his/her position and supports him/her

To-Be: Write down as much as possible! Change the sizes and number of the boxes depending on the number relevant for your project. (Employer)

Phases

Health Survey

Doing

Mental Health Evaluation

Thinking/Feeling

Parking Lot: If something is out of scope for your current project, save it here to show that you're thinking about it.

Dog Therapy

3rd party Psychologists.

24x7 helpline