

Empathy map: <https://drive.google.com/file/d/1yESCuCuUzUhSt2sXKyKkvnkSml2Evwhj/view?usp=drivesdk>

Brainstorming: <https://drive.google.com/file/d/1ytWt1BK2HgiCbcLjQlhOVAYfnP6bbyXg/view?usp=drivesdk>