Empathy:

* Person

Graphical user interface, application

Description automatically generated

* Does

Graphical user interface, application

Description automatically generated

* Thing

Graphical user interface

Description automatically generated

* Persona

Graphical user interface, website

Description automatically generated

* Questionnaire

A picture containing table

Description automatically generated

* User journey  
  Graphical user interface, website

  Description automatically generated

Text

Description automatically generated

Define:

* Moment of truth

Graphical user interface, application

Description automatically generated

* Problem statements  
  Components of the statement:

Graphical user interface, website

Description automatically generated

Problem statement:

Graphical user interface, website

Description automatically generated

Ideate:

* Brainstorming

Graphical user interface, website

Description automatically generated

Graphical user interface, website

Description automatically generated

Prototype:

Graphical user interface

Description automatically generated

Graphical user interface

Description automatically generated

# Test:

* Pitch deck

Frame 1

Graphical user interface, website

Description automatically generated

Frame 2

A screenshot of a computer

Description automatically generated with medium confidence

Frame 3Graphical user interface, website

Description automatically generatedFrame 5

Graphical user interface, website

Description automatically generated

Frame 6

A screenshot of a computer

Description automatically generated

Frame 7

A screenshot of a computer

Description automatically generated with medium confidence

Frame 8

Graphical user interface

Description automatically generated

Frame 9

A screenshot of a computer

Description automatically generated