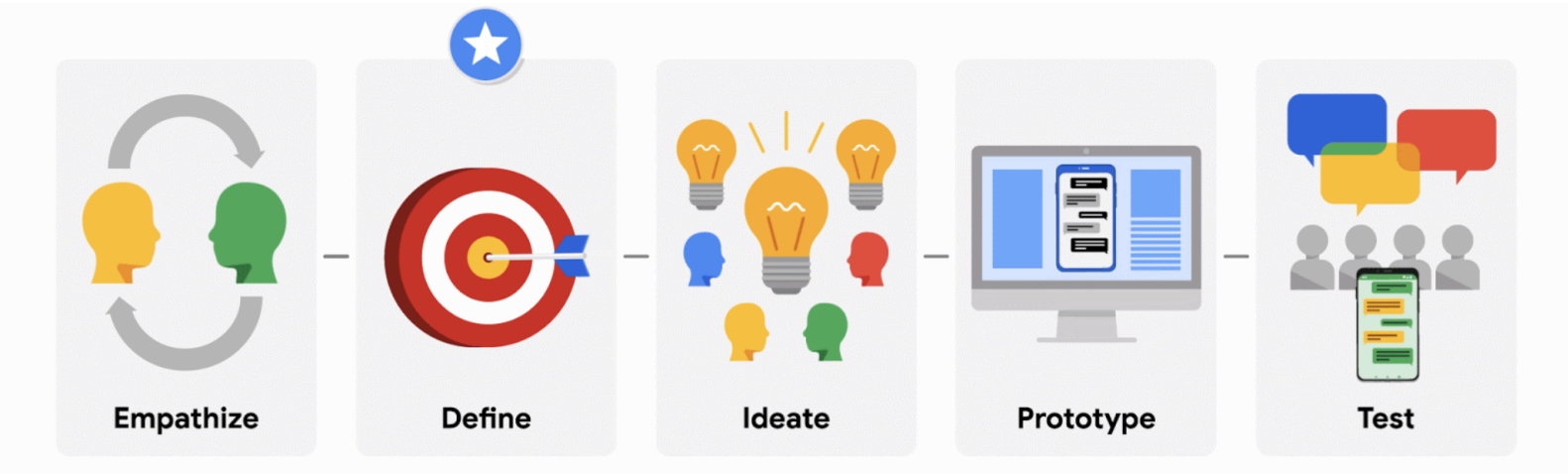


# Optional - Learn more about problem statements



You’ve spent lots of time conducting research to empathize with the users you’re designing for. Now you’re ready to move from the empathize phase to the define phase. During the define phase, you’ll create a **problem statement**, which is a clear description of the user's need that should be addressed.

To learn more about problem statements, review this video about [scoping design problems](#) and this reading about [defining problem statements](#) from earlier in the certificate program.

Remember, you can easily create a problem statement using this template:

**PROBLEM STATEMENT**

Click to add text

is a/an

Click to add text

user name

user characteristics

who needs

Click to add text

user need

because

Click to add text

insight

[User name] is a [user characteristics] who needs [user need] because [insight].

Or, to get a different perspective, check out this article from CareerFoundry:  
[How To Define A Problem Statement: Your Guide To The Second Step In The Design Thinking Process](#).

Mark as completed

