TEAM ID : **NM2023TN**
PROJECT TITLE : **CREATION OF AN APPLICATION FOR**
. **SCHOOL   MANAGEMENT**

Ideation Phase

In this milestone you are expected to get started with the Ideation process.

Empathize & Discover

In this milestone, you are expected to work on the Empathy Map, referring to the standard template available om mural.

Design thinking is a user-centered design process, and the empathy that comes from observing users enables design thinkers to uncover deep and meaningful needs (both overt & latent). Empathy, by definition, is the intellectual identification with or vicarious experiencing of the feelings, thoughts or attitudes of another.

Empathy gaining is often described as "needfinding" in that you are discovering people's explicit and implicit needs so that you can meet those needs through design. A need is a physical, psychological or cultural requirement of an individual or group that is missing or not met through existing solutions.

A designer 'needfinds' or works to understand a user's experience by learning about their lives. The goal of the empathy mode is to discover gaps in between what people do and what people say they do. These gaps are the design opportunities.