1. Identify & Fix a Product
Choose a product—either an existing one with known issues or a hypothetical one. For example:

•Product: A food delivery app
•Problem Identified: Users experience delays in order updates and tracking.
•Fix: Improve real-time tracking and notifications.

2. Explore its Features
For a food delivery app, key features could include:

•Real-time order tracking
•AI-powered delivery time estimation
•Customizable meal preferences
•In-app chat with restaurants/delivery partners
•One-tap reorder for favorite meals

3. Prepare an Empathy Process Flowchart
Empathy is the first stage of Design Thinking, where we understand user needs. A typical Empathy Flowchart follows:

1.User Persona Identification (Who are the users?)

2.Observing User Behavior (What are they doing?)

3.Understanding Pain Points (What problems do they face?)

4.Mapping User Emotions (How do they feel at each step?)

5.Insights & Problem Definition (What needs to be fixed?)