Empathize
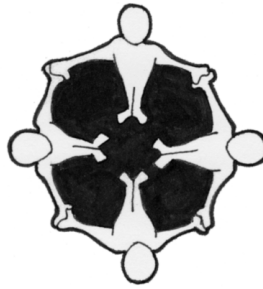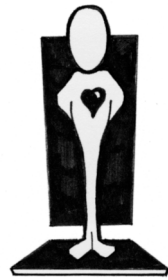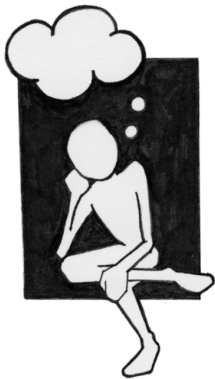
Define

Ideate

Prototype

Test

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bias toward action

collaborate across boundries

focus on human values

be mindful of process

prototype toward a solution

show don't tell