

DT- Week-8 - Notes

L1 Empathise Phase 2

- EAST Ver1 → EAST Ver2 (after prototyping, we again go back to users), ask them to download it.
- Go to customers with open mindset. Is it making their life easier or worse?

L2 Analyse Phase 2

- what users gone through? → Multi Why, RCA, (you may ask the users itself), conflict of interest (this time though the scope will be limited)
- Remember, there no solution is perfect.
- Reframe the HMW questions.

L3 Reintroducing Conflicts

- Hurdle race → just like app-development, defⁿ of prob. in terms of conflicts (if this, then that)
- learn their mooves (Eg. Matrix, Bhool Bhulaiya)
- ENV model (Element - Name - Value)
 - ↳ final consequences