Empathize & Discover

Date	24 JUNE 2025
Team ID	LTVIP2025TMID30830
Project Name	Lease Management
Maximum Marks	

Empathize in lease management:

"Empathize" means understanding the experience, needs, pain points, and behaviors of all stakeholders involved in the lease management process. This includes tenants, landlords, property managers, legal teams, and finance departments.

Methods:

-Interviews with tenants, landlords, or leasing officers.

-Observations of how lease paperwork is handled.

-Surveys to gather user frustrations and suggestions.

-Empathy maps to understand thoughts, feelings, and actions.

Empathise visual representations

EMPATHISE
How to develop a deeper understanding of your users:

1 Consolidate what you do and don't know.

2 Connect with your user audience.

3 Carefully consider research approaches.

4 Learn by observing and asking.

5 Develop a shared understanding and empathy.

System Concepts

✅ **Why EMPATHIZE + DISCOVER Matter Together**:

Empathize + Discover

Human-centered:
Understand emotional & real-world user needs
Builds trust and loyalty
Data-centered:
Understand system-level inefficiencies
Builds efficiency and innovation

Together, these two phases lead to better-designed solutions—whether it's an app for lease tracking, simplified lease templates, or automated compliance tools.
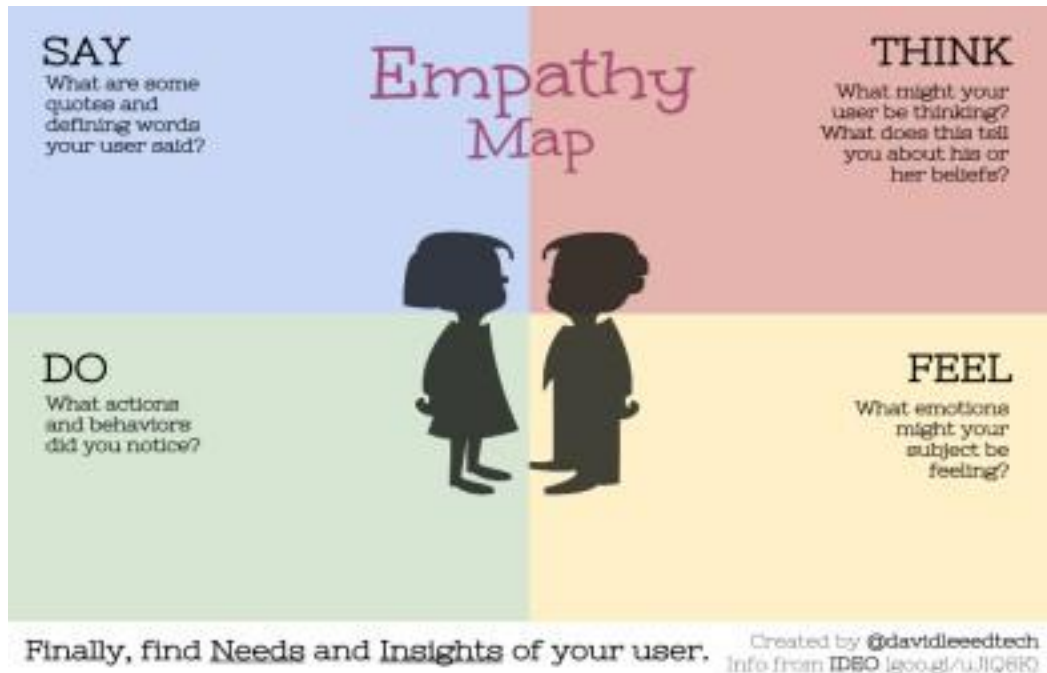
Fig: Empathy Map

�� Final Thoughts:

Empathize and Discover are foundation steps in any effective lease management improvement project. They ensure that whatever solution you build—software, policy, or process—it is both technically smart and emotionally aligned with the people it serves.