

Observation

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Intentional, systematic and active sensing and noticing to target objects to gain useful information.



- Ask the right questions.
- Pay attention to emotion, feeling and sensory information.

Pay Attention to Feeling and Emotion From Target Users



A university faculty

" Working from home always reminds me of the day in the office, where you have colleagues, managers and everyone encouraging each other all the time. But now you don't have such a **push behind your back.**"



A Software Engineer from a big company

"Now that most of the tasks can be extended beyond the deadline, ... [S]itting at the most comfortable setting and wearing wearing pajama, you just feel slacked off for the first a few days. **Then everything get piled up towards the deadline.** You become less productive and stressful to finish all the tasks ."



A Junior student from UW

My life is now mixed with not only tons of course work, but also my part-time job. I have to do some course work and then do the part-time ... **back and forth several times a day, which results in a pretty messy day** all the time, getting nothing done well.



A company employee at New York City

" Now everyone assumes you're on the slack 24/7. Tasks never get cut down, but you now have to be alerted to slack conversation all the time ... **There is just no priority in my daily work now. "**