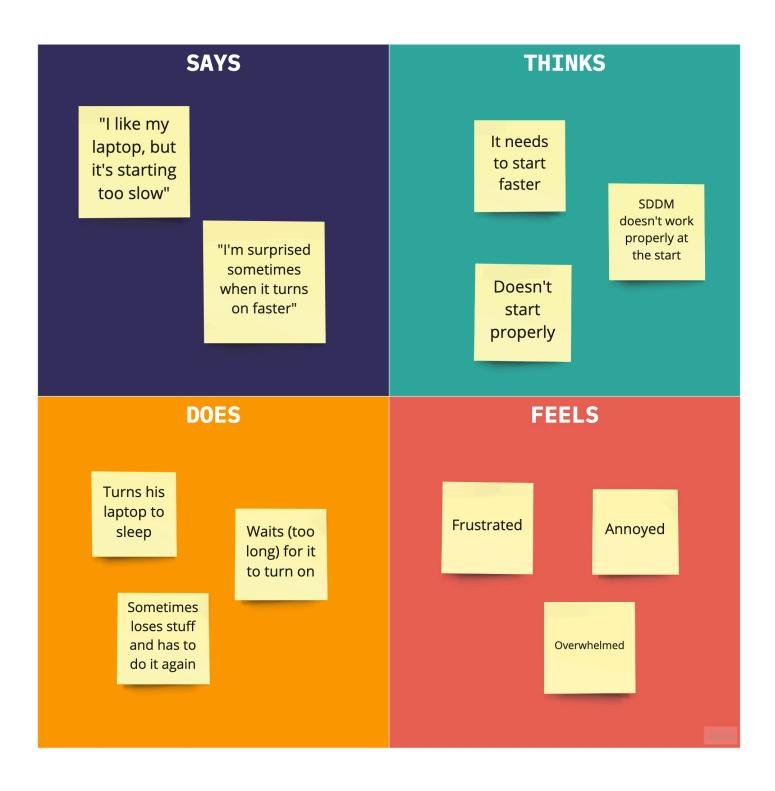
Problem: The user has bad experience with his new laptop, when switching on.



Reflection:

We learned how to create Empathy map. The whole class was separated into pairs. I was with Corné. Each of us had to explain a problem and the other person had to create an empathy map for the problem. He had a problem with his new computer when he was trying to switch it back on. I observed his frustrations and emotions, as well as the things he was saying and I created the empathy map that is displayed on the first page \uparrow . It helped me understand his problem more deeply, as well as his needs and frustrations.

The problem I shared with him was about Albert Heijn's app and some of the government documents that get send to me. As a international student I find it very frustrating that Albert Heijn's app doesn't have English version and some of the documents also. They are only in dutch and I have to translate them by myself. He also created his empathy map.