

# HCI : Reflexion VII - Empathy in UX

Antoine Le Loarer

Abril 2019

In this reflection we will try to solve with the help of the article how to build Empathy while we're designing the UX. In order to well understand the different steps of building Empathy we need to define it. So Empathy is understanding what others are feelings because you have experienced it yourself before or you can put yourself in their shoes and that's second part is very important. This two reasons will be the pillars for building empathy. For me while you're developing an UX making empathy is'nt a way to do it like say the authors but a goal to reach. I explain, in this article the author give us way to develop empathy but when you look at the different point he gives we can divide them in two different types. One is for well understanding the user's feeling and the problems he face and a second point after understanding the user is to make it understand by the team which is developing the UX and only if the team have good understanding the user then they will make without knowing it empathy across the UX. So for me if your UX have empathy for the user that's mean you have well develop it, that's more for me a final criteria for evaluation of the UX than a medium to develop it