Day One

Estimated time: 1h e 05m

Supplies:

Item	Quantity	Purpose
Pencils	*n*	Notes during the expert's lightning talk
Erasers	*n*	Notes during the expert's lightning talk
Notepads	*n*	Notes during the expert's lightning talk
76mm x 102 mm sticky notes blocks	*n*/2	Writing How Might We and the premises
47,5 mm x 47,5 mm sticky notes block	1	Drawing stakeholders' emotional states and the causes of bad ones
Cardboard	1	Have the User Journey Map drawn on it
Printed sheets	*n*	They will contain the script of questions from the immersive interview and will be distributed to students
Sharpie pens	*n*	Writing How Might We
Dot stickers	*n*4*	Dot voting

** n represents the number of students participating in Design Sprint*

Before class

- Draw User Journey map on board

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40 minutes - Divergence (Understand)

- *5 min* – Explain how DS works
- *30 min* – Expert gives a lightning talk answering questions asked by facilitator.
- Especialista faz uma palestra relâmpago respondendo às perguntas feitas pelo facilitador. Meanwhile, students take notes in HMW format for questions they have about how they will help the expert. At the end of the talk, students can ask their own questions. The mindset for asking good HWM questions is: (1) Finding an obstacle or stakeholder experience problem on the way to the final goal; (2) Turning the problem into an HMW question. E.g.:
    - ***Problem****: The user gets lost in the huge amount of notifications coming in.*

    - ***HWM Question****: How could we help the user not get lost with the huge volume of notifications?*
- Questions script:
    - *Tell me a little bit about your routine where the problem you have appears?*
    - *Tell me how it was the last time you tried... **<put here any task that made the problem obvious>**?*
    - *What are the worst parts of all this?*
    - *Why are they bad?*
    - *How do you feel when you go through those troublesome parts?*
    - *What should a good solution to this problem have?*
    - *Is there anything else you want to tell us about this problem?*
- *5 min* – Students identify the emotional states of the stakeholder according to the steps on the User Journey map (The ***<cause>*** makes the user ***<emotional state>***. E.g.: The ***time wasted looking at the notifications*** makes the user ***angry***). The professor checks if what students have written corresponds to reality and makes any corrections if necessary.

25 minutes - Convergence (Understand)

- *10 min* - Choosing the HMW(s) to be approached in Sprint based on dot voting (four votes for each person) and a metric that numerically represents the future state of the user where a satisfaction situation will be triggered. e.g., *increase the amount of work experience placed on a student's resume while they are in college or decrease the amount of days a student waits to be hired after submitting a curriculum*. The HWM(s) chosen are those who visually received the most votes.
- *15 min* - Dividing and explaining the activity and how the presentation will be. Immersive interviews are done based on the script of questions below and the presentation of day two is done with the teacher rephrasing these questions to the group of students who got the answers. Each group should document the answers, as they will be useful in creating the empathy map and job stories after Design Sprint.
    - ***Groups categories***
        - **Client viewpoint**
            - Questions:
                - Do you have the problem ***<put the problem here>***?
                - What other people do you think suffer from the problem ***<put the problem here>***?
                - Tell me about the last time you had the problem ***<put the problem here>***?
                - What made you angry the most?
                - Why did that make you angry?
                - How you deal with it today?
                - Why this situation is not satisfactory?
                - What a good solution to this problem should have*?*

- **How things work**:
  - Questions:
    - What types of people have the problem ***<put the problem here>***?
    - Why did they have the problem ***<put the problem here>***?
    - What are the possible ways to solve this today?
    - Why do you imagine people do not solve them that way?
- **Competing solutions:**
  - Questions:
    - What already exists to solve this problem?
    - What competing product functionalities deals with problem ***<put the problem here>***?
    - What problems of competing products in solving problem ***<put the problem here>***?
    - Is there some functionality of competing products that can be used to solve problem ***<put the problem here>***?