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## Customer Empathy Debrief

What surprised you?

A row of eight yellow rectangular sticky notes, intended for users to write down what surprised them during the customer empathy exercise.

Why did it surprise you?

A row of eight yellow rectangular sticky notes, intended for users to write down why the observed surprises were unexpected.

What pain points did you observe?

A row of eight yellow rectangular sticky notes, intended for users to write down the pain points observed from the customer's perspective.