



INTERVIEW affected people

Build empathy with those who are affected by the problem and listen to their stories.

DIG DEEPER by forming questions

Reflecting on your interviews, ask essential questions that will help to guide learning more about the problem and the issues related to it.

EXPLORE more about the topic

Answer your questions through research--both online and through primary sources--to deepen your understanding of the problem.

ANALYZE what you've learned

Reflect on what you have learned, find patterns in data, consider how different pieces of information fit together to form a broader picture of the problem, and propose possible solutions to one aspect of the problem.

SOLUTIONS are built, tested, refined

Construct your solution by building a prototype--either a product or a process--and testing it to see how it helps to solve the problem. Use what you've learned during testing to refine your prototype and improve upon it.

GET IT OUT THERE

Once you think your prototype is ready, implement your solutions and share them with your community!