Creating a Safe Space for Design Thinking: Building Empathy

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Empathy
Emotional Intelligence Domain and Competencies

Self-Awareness
- Emotional self-awareness
  - Emotional self-control
  - Adaptability
  - Achievement orientation
  - Positive outlook

Self-Management
- Emotional self-control

Social Awareness
- Empathy
  - Organizational awareness

Relationship Management
- Influence
- Coach and mentor
- Conflict management
- Teamwork
- Inspirational leadership

Source: More Than Sound, LLC, 2017
The New Double Diamond Model of Design Thinking

Finding the right PROBLEM:
- Trigger
- Divergence
- Convergence

Define
- Empathize

Finding the right SOLUTION:
- Iteration

Ideate
- Divergence
- Convergence

Prototype
- Divergence

Test
- Convergence

Human-Centered

Image: Courtesy of ICF International. Available from https://medium.com/good-design/visualizing-the-4-essentials-of-design-thinking-17fe5c191c22
Survival Mode

Oscar Winning Performance

The ‘V’ Word

The Invisible Man/Woman