




*Creating a  
Safe Space for  
Design Thinking:  
**Building Empathy***

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to be seen  
point of view.

# Empathy

understanding and  
feelings, thought  
of another. exper

# Emotional Intelligence Domain and Competencies

## Self-Awareness

Emotional  
self-awareness

## Self-Management

Emotional  
self-control

Adaptability

Achievement  
orientation

Positive outlook

## Social Awareness

Empathy

Organizational  
awareness

## Relationship Management

Influence

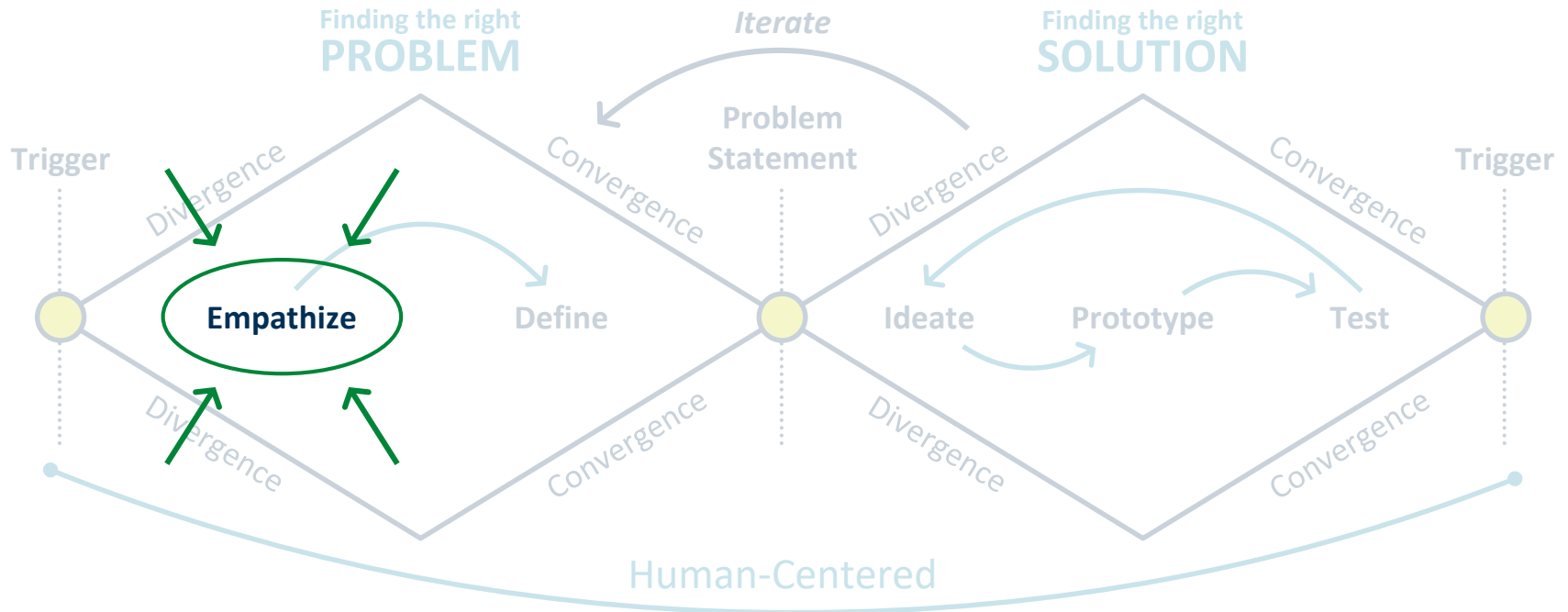
Coach and mentor

Conflict management

Teamwork

Inspirational leadership

# The New Double Diamond Model of Design Thinking



*Survival  
Mode*



*Oscar Winning  
Performance*



*The 'V'  
Word*



*The Invisible  
Man/Woman*



A group of four business professionals (two men and two women) are seated around a table in a meeting. They are looking at a laptop screen and holding documents. The image has a blue overlay. The text "ALWAYS LEARNING" is centered in white, bold, uppercase letters.

**ALWAYS LEARNING**