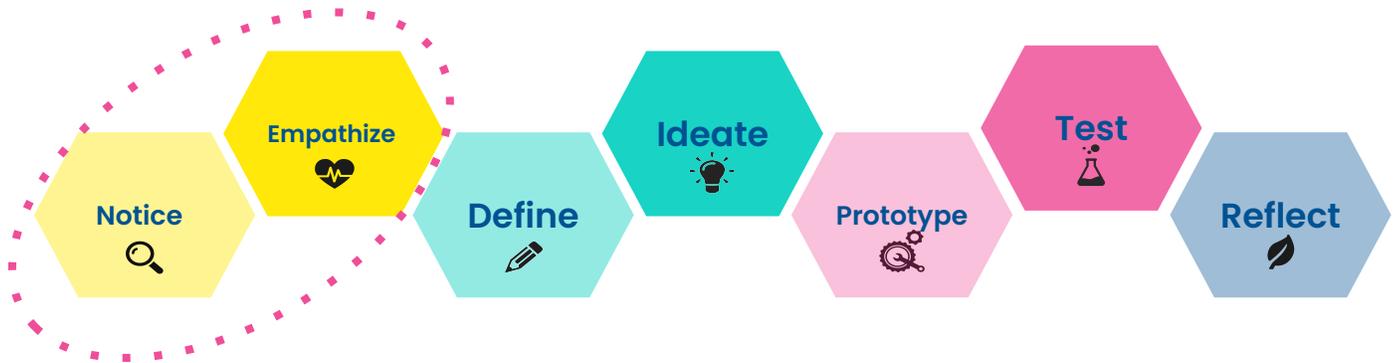




Conduct Empathy Interviews

Liberatory Design Process

Before ideating and trying out new ideas it's important to listen to your stakeholders, especially your students, to understand their needs.



Adapted from [National Equity Project](#)

Empathy interviews help you see the world through the eyes of your stakeholders, understand their feelings, appreciate them as human beings and communicate your understanding.

Empathy Interview Tips:

1. Build rapport.
2. Ask about specific instances or occurrences (“Tell me about the last time..”)
3. Encourage stories.
4. Don’t suggest answers to your questions.
5. Ask neutral questions like “What do you think about...?”
6. Explore emotions like “Why do you feel...?” “What do you feel about...?”

Find more tips [here](#).

Example Empathy Interview Questions for Students:

- Tell me about why school does or doesn’t work for your child
- What do you think it means for a school to be successful?
- What’s the most important variable about a school experience? Why?
- What gets you excited about new type of school? What makes you nervous?
- What challenges do you anticipate? What opportunities do you see? Why?



Empathy Interviews Questions & Notes

Add your empathy interview questions below and then take notes on what you hear from each interview. Or draft your questions and then create a Google Form to use to take notes and collect answers in a Google Sheet.

Interviewee: (Name, role/grade/age)	
Questions:	Notes:



Empathy Mapping after Interviews

Use one of the following protocols to think about what you heard during your empathy interviews.

Bright Spots & Key Problems:

Bright Spots

•

Key Problems

•

Surprises

•

Wonders

•

Say, Think, Do, Feel:

Say

•

Think

•

Do

•

Feel

•