

Design Thinking
Professor Bala Ramadurai
Part 03
Empathize Workshop

Student 1:

Hi guys welcome back, so in our previous video what we've learned is how to develop a persona? And identify an activity for that persona, create a timeline before that activity, during the activity and also after the activity. In these activities what we've done is we have gone through a set of task flows which might which that customer might be going through in his routine activity.

So in this situation what we are going to show you as a scene where this is Sam, a 14 year old school going student, he studies in an international school in Pune, India and let us see what happens in a classroom.

All students:

Good morning sir.

Professor:

Good morning, good morning, good morning Sam, ok children. So last class we learnt about! Anybody knows? Did you write your notes in a bus ticket, what did we learn Sam?

Student (Sam) is answering:

Sir we learned linear equations in two variables.

Professor:

Linear equation in two variables that is correct, that's correct. Today we are going to learn linear equation in three variables, ok all right. Ok that was linear equation in three variables when two variables you had two variables one variable, one variable. Now we have three variables two here and one more here, you understood better prepare next time, okay better notes next time not like this on pieces of paper, hmm, hmm, good, ok. So see you next class, bye.

All students:

Thank you, sir.

Student 1:

Sam! Sam! Can you share your notes, I didn't listen to Bala sir's class today, please.

Student 1:

Thank you, Sam.