

Name Your Pain Activity—Directions

You will interview another person to determine what bugs them. These are the directions.

1. Pair up.
2. As a class, we'll discuss interviewing, which includes asking questions, listening, and recording answers.
3. You'll interview your partner for a given amount of time, following the directions in *part one* of the Figure 4.2: Name Your Pain Activity Form. You *can* ask questions that aren't on the form.
4. After the allotted time, the other person is the interviewer. That person gets the same amount of time to work on *part one* of the form.
5. After you're both done interviewing, start *part two* of the form. Working quietly in part two means *no talking*. You can share ideas with your partner.
6. In *part three* of the form, sketch or make notes about the solution you made for your partner's pain point. Share quietly with your partner.
7. Volunteers will share the solution they created or the one that was created for them. They will give the pain point first and then highlight how the solution addresses it.

Part 1: Interview your partner by identifying their pain point and asking them the following questions. Record their responses in the corresponding boxes.

Pain Point:

1. How often does this bother you?

2. Why is this a problem?

3. Have you tried anything to solve or fix this? What happened?

4. Is there anything else I should know about your pain point?

Part 2: Now switch roles and share your pain point with your partner. Working quietly by yourself, complete the following table to think about what a good solution should do. Once you are done, ask your partner for input or a possible ranking of what matters most.

What I think, based on interview responses (in no particular order)

What my partner thinks

Part 3: Choose at least two ideas from the preceding list and try to create a solution that deals with both (or more). Working by yourself, draw a sketch or write a description. Share your solutions with your partner when you are both done.

Sketch or describe possible design ideas:

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