

Empathy in Complexity (**65 MINUTES** plus processing in large group)

In your 3s use the Empathy Map to 'interview' each other. One person asking the questions, one responding and a third completing the Map. Up to **15 MINUTES** per round, rotating the roles. If you end up with 4 the 4th person can just observe.

When all rounds are complete give the map you completed to the person who responded to the questions.

Individually and with no conversation take **10 MINUTES** to reflect on the whole experience and complete the final box for yourself

Finally hear from everyone in your group and agree the **significant learning point** you want to share with the wider group. **10 MINUTES**

Empathy in Complexity: Service User Experience

What matters to people who use your service, what holds their attention?

What do they see around them in terms of environment and behaviours?

How do you think they feel in terms of being listened to?

How would they describe your service to their friends and family?

What do you think the people that use services want more of?

What do you think the people that use services want less of?

What one thing could you do to take a step towards better?

THIS QUESTION IS FOR AFTER THE 3 ROUNDS
What have you learned through this process?