Listen to stories from those impacted by the challenge—and build relationship in the process.

Practice self-awareness (identity, emotions, power) and situational awareness (context, people, history).

See System
Recognize patterns of inequity, look at the system creating those—and identify a challenge to address.

Empathize
Listen to stories from those impacted by the challenge—and build relationship in the process.

Define
Determine how complex the challenge is and if we need to understand it better.

Probe
Design small “safe-to-fail” actions to learn more about the system and the challenge.

Prototype
Imagine possible approaches and design potential strategies to test and learn from.

Test
Test strategies with stakeholders and use feedback to improve the design.

Notice
Pause to reflect on actions, impact, emotions, relationship—and adjust intentions, direction, presence.