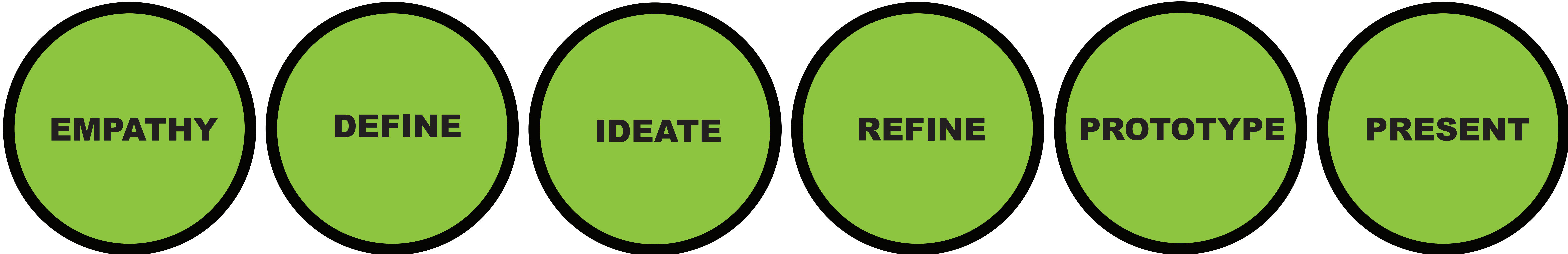


# Design Process:



## EMPATHY

Experience  
Understand  
Collaborate  
Engage  
Observe  
Ask/Listen

## DEFINE

Needs  
Problems  
Design Challenges  
("How Might We...")  
Inspirations

## IDEATE

Sketch  
Visualize  
Iterate  
Brainstorm

## REFINE

Details  
Materials  
Colors  
Textures  
Processes

## PROTOTYPE

Build  
Make  
Sketch-Models  
Mock-ups

## PRESENT

Organize  
Describe  
Tell Stories  
Present Solutions