

Empathizing Tool Inventory

This index may make it easier for you to locate more extensive descriptions of various empathizing tools. Each resource has its own nuances. The numbers on the chart indicate the page number of a pdf document; the x's indicated that you'll find a link for that tool on the referenced online resource.

Tools	DT for Libraries (IDEO) - pdf	DT for Educators (IDEO) - pdf	FG for Human-Centered Design - pdf	IDEO Design Kit	d.school Bootcamp - pdf	IBM
Direct Exploration						
Ongoing interaction						
Empathetic (deep) interviews			39		17-20	
Expert interviews	37		43			
Focus groups		36	42			
User stories	36				23-24	X
Observation						
Observation	38	33			15-16	
Guided tour			64	X		
Shadowing						
Peers observing peers		37	60	X		
Immersion (contextual inquiry)	39		52	X		X
Indirect Exploration						
Diaries						
Camera studies				X		
Collage or drawing			61,65	X		
Card sort			57	X		
Analysis						
As-is scenario mapping						X
Journey map				X	25-26	
Stakeholder mapping						X
Analogous empathy	40		53		83-84	
Feedback						
Provocations			46		67-68	
Prototype for empathy					45-50	
Outputs						
Empathy Map						X
Composite character profile (persona)						
Story share and capture – field study debrief	52		77,78		23-24	