

Observation Tracker

Team:

About this tool:

The "Observation tracker" tool is designed to help you during the observation phase of empathy.

Use the example questions in the tool to capture the customer/ users surroundings and understand what their relationships with it is.

1 What workarounds did the customer/user have?

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2 What do you find surprising about their behavior?

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3 What did their surroundings look like? How did the user/customer organize their environment?

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4 How was the user/customer influenced by the different spaces? How did they interact with them?

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