

Designing Visitor Experiences for Engagement & Inclusion

Personal Work Plan

Part 1. Problem of Practice

*How might the **problem statement** be customized for your organization? What data/input will you need to personalize it for your work?*

Part 2a. Understanding the Problem: Root Cause Analysis

Think about the “users of your system”.

*Who needs to **participate** in a fishbone activity **at your organization** to help you deeply understand the local context and root causes of this problem/issue for your organization?*

Part 2b. Understanding the Problem: Empathy Interviews

Think about the “users of your system”.

Whose story needs to be heard to help you see how your system is operating from their lived experience?

Who needs to hear these stories or do the interviewing? How and when will you train them on collecting empathy data? When will the interviews be conducted?

What are the questions that you will use to start the interview?

Questions?

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