

Empathy Map | Cory O'Neal Jr.

Think & Feel

- To foster and develop a sense of independence.
- To grow and develop new skills.
- Fears of failure, the unknown, making friends.
- Success, building new friendships and relationships.

Hear

- Course expectations and objectives
- Asking questions and their responses to different questions or assignments, along with unrelated conversation
- Positives and negatives about the course.

See

- Either calming or distracting environments
- In class, they see PowerPoints, some students working, others their phone/laptop doing non-class related things.
- PowerPoints, story examples, memes

Say & Do

- Assignments are difficult; it is hard to balance school and social life
- Could hear them say I am too harsh on grading, a little unorganized
- Some who are engaged, others who don't care, do not show up, or try.
- Imagine some participating, trying ... others not engaged or involved.
- They should learn that being engaged leads to more empathy and understanding
PowerPoints, story examples, memes

Pain

- Unclear expectations
- Poor communication
- Underperformance

Gain

- Skills to use (along with a good grade)
- Transferring skills to future classes and professional work
- The basic principles and practices of the field

