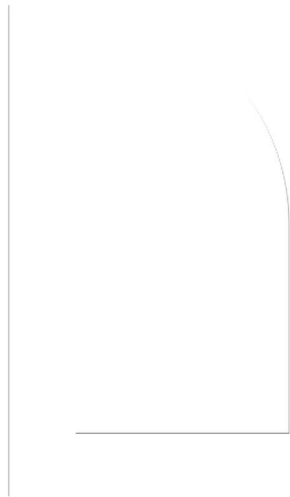


**PROBLEMS:**

What frustrates/ hinders your partner?

**NEEDS:**

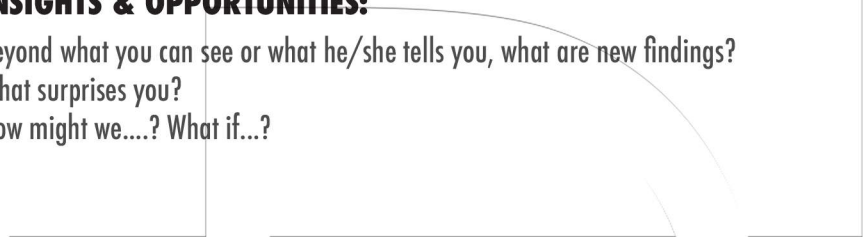
What are the things that your partner is trying to do/ wants/ aspires?

**INSIGHTS & OPPORTUNITIES:**

Beyond what you can see or what he/she tells you, what are new findings?

What surprises you?

How might we....? What if...?



SERVICE DESIGN LAB