**Point-of-View 2**

**1 WE MET:**
Describe one person you interviewed.

**2 WE NOTICED:**
What did you hear or see? Think of surprises, conflicts or contradictions.

**3 WE THINK THIS IS IMPORTANT BECAUSE:**
What is your guess about why this matters?

**4 NEEDS A WAY TO:**
Describe what your stakeholder needs.

<table>
<thead>
<tr>
<th>Observations &amp; Guesses</th>
<th>Point of View</th>
<th>Why Questions</th>
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**5 POINT OF VIEW STATEMENT**
Put it all together.

[stakeholder]

[their problem]

because

[why this matters]

She/He needs a way to

[needs statement]

*Instructions:* Refer to the previous worksheet, and select one pair of notice and guesses. This will form the core of your Point of View statement. POVs help a design team rally around one specific stakeholder and the problem they face. This helps move a problem toward actionable steps. Next, think of needs statements for that stakeholder. Don’t come up with solutions yet, instead focus on problems they need to overcome. Create two POVs individually. Then, share with your team to choose one as a group on which to focus your design work.