



■ SUMMARY OF EXPLORE THE PROBLEM PHASE

Use this **Explore the Problem** summary page to gather up the work you completed on each worksheet. Consider the holistic learning outcomes (see the right side of this page) as you summarize this information. Take the opportunity now to make changes as needed.

■ INDIVIDUAL FIELDWORK TOOLS

#2 Interview Questions & Additional Techniques

What were the three best questions you asked or techniques you used that lead to new understanding or ideas?

- 1.
- 2.
- 3.

#3 Interview 2nd Reflection

What are the three most important things you learned during your **second interview**?

- 1.
- 2.
- 3.

#3 Interview 1st Reflection

What are the three most important things you learned during your **first interview**?

- 1.
- 2.
- 3.

#3 Interview 3rd Reflection

What are the three most important things you learned during your **third interview**?

- 1.
- 2.
- 3.

#5 Observations & Journey Mapping

What are the three most important things you learned during your observation?

- 1.
- 2.
- 3.

#7 Shadow Reflection - OPTIONAL

What are the three most important things you learned during your shadow?

- 1.
- 2.
- 3.