**Tonight’s Mission:** Start by gaining empathy. Get to know the needs of your users, the residents and “elders of Mt. Lebanon”.

**The Problem:** **How will you engage, teach, and celebrate the history of Mt. Lebanon with its residents?**

**3 Capture Findings (3 min)**

**Needs** (use verbs!)

**Insights** (New learnings about your user’s feelings/worldview to leverage your design)

**2 Dig Deeper (2-4 min)**

Notes from your second interview

**1 Interview (2-4 min)**

Notes from your first interview