



## Empathy to Clarity: Human-Centered Problem Definition

### Training Title:

Empathy to Clarity: Human-Centered Problem Definition

### Training Provider Details:

- **Company Name:** RISOVENT LTD
- **Registered Address:** White Building Studios, 1-4 Cumberland Place, Southampton, UK, SO15 2NP.
- **Email:** [contact@risovent.com](mailto:contact@risovent.com)
- [Click here to read more about the trainer.](#)

### Detailed Description of the Training

#### 1. Training Summary

- This training workshop focuses on the first two stages of the design thinking process: *Empathize* and *Define*. Participants will learn how to investigate workplace challenges through a human-centered lens and transform complex insights into clear, actionable problem definitions. The session equips employees with tools such as empathy maps, journey mapping, and “How Might We” framing, helping them understand user needs and reframe workplace problems with clarity. By the end of the workshop, participants will have created a human-centered Empathy & Define proposal framework that can be directly applied in their workplace.

#### 2. Training Aim

- To enable participants to explore the Empathize and Define stages of design thinking, apply empathy-driven research methods, and convert insights into structured problem definitions that serve as the foundation for innovation and workplace improvement.

### 3. Learning Outcomes

By the end of this workshop, participants will be able to:

- Define the role and significance of Empathize and *Define* stages in the design thinking process.
- Explain how empathy tools help uncover user needs and pain points.
- Apply empathy-driven methods to explore workplace challenges from cognitive, emotional, and ergonomic perspectives.
- Analyze insights gathered to reframe challenges into actionable problem statements.
- Create a human-centered Empathy & Define proposal framework that can be directly applied in their workplace.

### 4. Overview of the Training

- **Welcome and Icebreaker**  
Participants reflect on their current workplace challenges and share how they usually approach problem-solving, setting the stage for exploring empathy-driven tools.
- **Part 1: Introduction to Empathy and its Methods**  
Mini-lecture introducing the Empathize stage of design thinking. Participants are introduced to key methods such as empathy mapping, journey mapping, interviews, and observation techniques, with examples of when and how each can be applied.
- **Part 2: Understanding the Define Stage**  
Presentation and discussion on the Define stage. Focus on reframing insights into clear problem definitions using methods such as “How Might We” questions, problem statements, and clustering techniques.
- **Part 3: Guided Case Study – Practicing Empathy & Define**  
Participants work with a short case study or scenario, analyzing it through cognitive, emotional, and ergonomic lenses. Group discussion highlights how empathy and define methods can clarify user needs and challenges.
- **Part 4: Main Exercise – Workplace Application & Reflection**  
Participants apply empathy and define methods to their own workplace challenge. They build a human-centered Empathy & Define proposal framework, share it with peers, and reflect on how it could support innovation in their context.
- **Wrap-Up and Q&A**  
The session concludes with key takeaways from the trainer, followed by an open Q&A session for participants to clarify methods and next steps for applying the Empathy & Define framework in their workplace.

## Pre-Contractual Information

- **Business Name, Contact Details, and Address:** As provided above.
- **Description of Services:** Our training workshop combines lectures, interactive exercises, group discussions, scenarios and problem-solving activities. Participants will engage in self-assessment, collaborative exercise, and practical application to achieve the learning outcomes. [More details](#) are available above in points 1 to 4.
- **Price and Taxes:** The total price, including all applicable taxes (if any and where applicable), is detailed on our [Pricing Page](#). The service fee is transparent, with no hidden charges. Please note that for face-to-face training only, additional expenses such as transportation and accommodation are not included and will be charged separately if applicable.
- **Payment Methods:** Payment must be made via bank transfer to RISOVENT LTD's business bank account. Account details will be provided upon issuing and sending you an invoice.
- **Consumer's Obligation to Pay:** By confirming this service and signing the contract via email, you agree to the payment terms and acknowledge your obligation to pay the total amount due within 10 days of receiving the invoice via email.
- **Immediate Confirmation:** Following your agreement to proceed, you will receive an email confirmation of your intent to engage our services.
- **Contract Delivery Timing and Procedure:** The contract will be delivered via email once the service is confirmed by email. This ensures that the contract includes all terms before any party signs. The service terms and conditions, along with the contract and any other supporting documents, will be provided to the client via email.
- **Contract Format:** Sent in a PDF or Word format that you can easily save and print.

- **Opportunity for Questions and Modifications:** We strongly encourage you to review the contract details and any supporting documents, request modifications, and ask questions before signing. Please confirm acceptance by signing the contract and returning it via email.
- **Acknowledgment of Receipt:** Required from clients to ensure you have received and understood all contractual documents.
- **Cancellation Rights:** You have the right to cancel this contract within 14 days of signing, without providing any reason. To exercise the right to cancel, you must inform us of your decision through a clear statement by filling the contact form on <https://risovent.com/contact> or by sending an email to [contact@risovent.com](mailto:contact@risovent.com)
- **Standard Cancellation Form:** Available via email or contact form upon request.
- **Accessibility of Information:** Alternative formats of training materials and pre-contractual information are available upon request. Please contact us for more information.
- **Technical Requirements for Online Participation:** To participate in the online training via Microsoft Teams, you will need:
  - A computer or tablet with audio and video capabilities.
  - A stable internet connection.
  - The latest version of Microsoft Teams installed.
  - A compatible operating system (Windows 10 or later, macOS 10.13 or later).
  - Recommended: A headset with a microphone for optimal audio quality.
- **Complaint Handling Policy:** We are committed to providing quality services. If you have any complaints, please contact us at [contact@risovent.com](mailto:contact@risovent.com). We aim to acknowledge all complaints within 2 business days and resolve them as soon as possible. Please refer to our [Complaint Handling Policy](#) for more details.
- **Need to Make a Change:** If you need to make any changes or correct any errors, please contact us at [contact@risovent.com](mailto:contact@risovent.com)
- **Duration and Termination Conditions:** The contract includes the duration of the training workshop and any agreed-upon post-training support. Either party may terminate the contract under the conditions specified in the Service Terms and Conditions. The service terms and

conditions, along with the contract and any other supporting documents, will be provided to the client via email.

- **Contents of the Service Agreement**

The formal Service Agreement will outline the full terms of engagement, which may include details such as the training scope, total fees, payment terms, delivery schedule, client responsibilities, confidentiality, intellectual property, cancellation, and termination conditions, as well as any content or materials related to the provided RISOVENT service. The exact terms may vary depending on the service provided. This document will be sent to the client for review and signature before any payment is made or service delivery begins. The Service Agreement will also incorporate RISOVENT LTD's Service Terms and Conditions, which will be shared with the client at the time of contract preparation.

## Certificate of Attendance

- RISOVENT LTD issues certificates of attendance to all participants who successfully complete the training workshop. It is important to note that these certificates are not accredited by any external body. Their sole purpose is to only confirm that participants have attended the workshop, and they do not imply any professional qualification or endorsement. Additionally, issuance of the certificate of attendance is optional and will only be provided to participants upon their request.

## Contract Delivery and Client Interaction

- **Contract Delivery Timing and Procedure:** The contract will be delivered via email as soon as possible after the service is confirmed, ensuring that the contract reflects all terms before any party signs.
- **Opportunity for Questions and Modifications:** Strongly encouraged before signing the contract. Clients can review the contract details, request modifications, and confirm acceptance via email.
- **Acknowledgment of Receipt:** Required from clients to ensure that you have received and understood all contractual documents.

## Target Audience

- This training workshop is designed for employees across all departments and industries who are new to design thinking or have limited exposure to innovation methods. It is particularly relevant for:
  - Staff who want to strengthen their problem-solving and creative thinking skills.

- Teams facing new challenges due to digital transformation, AI, or changing workplace practices.
- Professionals in roles traditionally not linked to innovation (e.g., HR, finance, operations, customer service) who now need to adapt and contribute to modern workplace improvements.
- Organisations aiming to build their employees innovation literacy.

## Duration and Scheduling

- Four-hour training workshop

## Training Format and Location

- Online via Microsoft Teams or face-to-face\* at the client's workplace

## Participant Capacity

- Maximum of 30 individuals per session.

## Financial Information

- **Payment Terms:** Due within 10 days of sending the invoice via email.

## Total Price

- [Please read the price page by clicking here.](#)

## Cancellation Policy

- You have the right to cancel the service and contract within 14 days of signing, without providing any reason.

## Privacy Policy

- To learn more about RISOVENT LTD's Privacy Policy, please [click here](#).

## Additional Notes

- Both online and face-to-face\* training are available for clients based in the United Kingdom (UK).
- For organisations or companies based outside the UK, online training is available worldwide.
- Face-to-face training for international clients may also be available depending on RISOVENT LTD physical availability and travel capacity.
- If face-to-face delivery is not possible, the training can still be delivered online.
- ***\* For face-to-face training delivered to clients, please note that the training fee does not cover additional expenses such as transportation and accommodation.***

## More Information

- For additional details, please visit the **FAQ** page on the RISOVENT website by [clicking here](#). If you have further questions, feel free to contact us at [contact@risovent.com](mailto:contact@risovent.com)

## Outline schedule – The following plan can be updated or modified

Duration	Session Segment	Format
10 minutes	Welcome & Icebreaker	Introductions + quick reflection on workplace challenges
45 minutes	Part 1: Introduction to Empathy and its Methods	Mini-lecture with empathy tools (empathy map, journey map, interviews, observation)
<b>10 minutes</b>	<b>Break 1</b>	<b>Coffee/Tea</b>
30 minutes	Part 2: Understanding the Define Stage	Presentation + examples of “How Might We” and problem statements
35 minutes	Part 3: Guided Case Study – Practicing Empathy & Define	Small-group analysis of scenario using cognitive, emotional, and ergonomic lenses
<b>15 minutes</b>	<b>Break 2</b>	<b>Coffee/Tea</b>
70 minutes	Part 4: Main Exercise – Workplace Application & Reflection	Apply empathy & define methods to own challenge → build and present proposal framework
15 minutes	Wrap-Up and Q&A	Trainer insights + open Q&A
<b>4 hours in total</b>		