Breakout Room Discussion 1:

Empathize

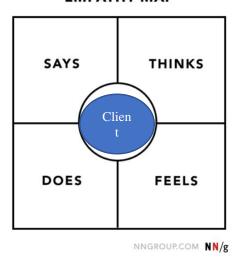Use the Empathy Map and client persona identity to practice empathy.

Situation:

You are providing support to an individual who has lost their home due to a wildfire.

Client Persona:

- Personal Identity: Traditional, Youngest Child
- Social Identity: Business Owner, Low socio-economic status, Queer, Alaskan Native
- Cultural Identity: Multi-Cultural

EMPATHY MAP

SAYS	THINKS
DOES	FEELS

Client

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Utilize the Empathy Map as a Tool to Connect with the Client

Step 1:

- **What the Client Sees**: Immediate surroundings, interactions with others, and any changes or challenges they are currently facing.

- **What the Client Hears:** The messages and information the client is receiving from their social circles, media, and other sources.

- **Client's Pains:** Identify the client's pain points and challenges.

- **Client's Gains:** Recognize what the client hopes to achieve or gain. This includes their goals, desires, and what they value most in their recovery process.

Step2:

Internal- **What the Client** *Think***s and** *Feels* **:**

Their worries, fears, hopes, and aspirations. This involves acknowledging their inner dialogues and emotional responses to their situation. Empathizing with their internal experiences.

External- **What the Client** *Says* **and** *Does***:**

Observe and listen to the client's words and actions. This includes their communication style, behavior, and interactions with others. Their expressions and actions can reveal their coping mechanisms and areas where they may need additional support.

Breakout Room Discussion 2:

Define

Problem Statement tool:

Step 1:

Could you provide examples from your experience about the issue with the crisis support response to diverse clients (particularly to our client persona)? What specific problems or shortcomings are you seeing in crisis response in general?

Step 2:

Write a statement identifying the issues with the support provided by crisis response to the client.

The statement should be short and has the following elements:

- **Gap:** the challenge, issue, or pain point you currently face

- **Orientation:** a description of when and where you found the problem and the trend it creates or follows

- **Impact**: a measure of your problem's consequences in cost, time, quality, environment, or personal experience

- **Importance:** why this problem matters to your organization and client

Example:

Problem Statement: Crisis Support Response for Alaskan Natives

- **Gap:** Alaskan Native clients affected by the wildfire are facing long wait times for support.
- **Orientation**: This issue has worsened over the past few months as the wildfire crisis has intensified.
- **Impact:** Clients are unhappy with the support, leading to decreased trust, and our crisis team is overwhelmed and burned out.
- **Importance:** Prompt support is crucial to maintain client trust and well-being. Addressing this issue is essential to prevent client loss and reputational damage.

Breakout Room Discussion 3:

Ideate:

Brainstorming using mind mapping (Defining the Good through the Bad)

Use a mental map to put your ideas together! There is no perfect order; just put your ideas as they come.

Step 1: think of the worst possible outcome of the support and share the worst ideas!

Step 2: reflect on the worst ideas and why you think they are bad.

Step 3: Now that you know what the worst is, consider your ideal outcome.

Step 4: what is your possible good enough outcome

Tips:

Remember to avoid scenarios where you put a Band-Aid on the issue.

Even if you can avoid specific symptoms in the short term, letting a core problem go unsolved can lead to other setbacks later.

In some cases, you can describe safeguards that let a process work as intended. You can also write an alternative process that avoids the issue altogether.

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