Foster **Empathy** for the **Team** and **End User**



PREREQUISITES

- Camera, Smartphone is enough
- Screen Recording Tool, or any way of sharing your screen to the group

TIME

30-60 minutes

HOW TO

Take a photo of your **working space** - this is most probably your desk but also things like whiteboard and kitchen (e.g. coffee machine) count. The point is to show your daily working routine including any hardware that you use for working. Annotate the photo as good as you can and present it later to the group.

Describe your **working stack** - take screenshots of software and tools that you use and create a short screen recording of your typical workflow. This step can also be done via a live presentation. Whatever you choose - the result should be presented to the group.

Ask your **customer** to send you photos of their **working space** - this might be a desk, but also a production hall or a store. If possible, let them describe it to get hidden insights.

EXAMPLE

On the next three pages you will find my working space and my working stack described in pictures with a bit of text. Try to show the things that are special to your workflow.

Foster **Empathy** for the **Team** and **End User**



This is my desk with some annotations of the things you can see.



My primary code editor is sublime, with some useful plugins like code style formatter, auto-complete and ruler.

Foster **Empathy** for the **Team** and **End User**



To run my development code I use a virtual machine that automatically sets up my projects and imports databases if needed.

vagrant ruby • vag	rant up 🎇		W	ebpack	
<pre>skins/lightgray/img/anchor.gif</pre>	53 bytes	5	[emitted]		
skins/lightgray/img/loader.gif	2.61 kB		[emitted]		
<pre>skins/Lightgray/img/object.gif</pre>	152 bytes	5	[emitted]		
<pre>skins/lightgray/img/trans.gif</pre>	43 bytes	5	[emitted]		
skins/lightgray/skin.min.css	43.2 kB	3	[emitted]		
<pre>skins/lightgray/skin.mobile.min.css</pre>	28 kB	3	[emitted]		
<pre>skins/lightgray/content.min.css</pre>	3.73 kB	3	[emitted]		
d2f69a92faa6fe990d2e613c358be705.woff	8 kB	3	[emitted]		
91a062eaa1fe7f453e063e5098d761c0.eot	27.5 kB	3	[emitted]		
60107359d17951e103df57fa1dbabb9f.svg	70.1 kB	3	[emitted]		
e0e4f9d38ca5ee3c6a21fa731dccb07f.ttf	27.2 kB	3	[emitted]		
75c4612ded6e377a52e8ad2f922caf2a.woff	17 kB	3	[emitted]		
e773e61929259ff4798061b1165182bd.eot	27.6 kB	3	[emitted]		
8f300f24c6d74c626326993810ae8ade.svg	71.1 kB	3	[emitted]		
f2dfbbfc82a70aa74f414cc3e0bf55c0.ttf	27.3 kB	3	[emitted]		
2a097a05b5067e2229d40c7c6a9eb953.woff	16.8 kB	3	[emitted]		
ce97dc1c38aa6a40d870c43a45e627a9.eot	27.5 kB	3	[emitted]		
5a55c69cd486a7cb5d0697be315d4b9b.svg	70 kB	3	[emitted]		
06b9f4ffc2947847376de52c6fcfb599.ttf	27.2 kB	3	[emitted]		
4edfe72e10b4f9196b66e0d6ca5d630f.woff	16.9 kB	3	[emitted]		
7ad4de4cdc40f4719eb327b48b855af7.svg	32.5 kB	3	[emitted]		
55debcc7150273619cbdec98542ced5b.ttf	8.86 kB	3	[emitted]		
8b0753f1607ba3458d8a8b4d440f4278.woff	8.94 kB	3	[emitted]		
main.dev.js	5.82 MB	3 🕴	[emitted]	main	
<pre>[0] multi main 28 bytes {0} [built]</pre>					
+ 834 hidden modules					

Some projects need a task runner like webpack to constantly compile my code

Foster **Empathy** for the **Team** and **End User**

Current Repository onlinesupport			^g Current Branch pa-13017-worklog-popov C Fetch origin Last fetched a minute ago
Changes		History	
	0 changed files		
			*
			· · · · · · · · · · · · · · · · · · ·
			No local changes
3 Summary			Would you like to open this repository in Finder?
Description			
rescription			
.+			
	40 42047 weekler		
Commit	to ppa-13017-worklog-	popover	

To commit my code I use the GitHub Desktop application which allows me to do all the necessary steps and can even open a new pull request by using a shortcut.

🕒 😑 🛑 (MySQL 5.	7.19-Oubuntu0.16.04.1) Vagrant/sightseeing-maps/mig	irations SSH	Connected
sightseeing-maps 🗘		< >	conso Le off
Select Database	Structure Content Relations Triggers Table Info Query	Table History	Users Console
ABLES	Search: (id \Diamond) = \Diamond •	Q Search	Filter
cities	id migration	batch	
countries	103 2014_10_12_000000_create_users_table	1	
maps	104 2014_10_12_100000_create_password_resets_table	1	
migrations	105 2017_10_04_100000_create_countries_table	1	
password_resets	106 2017_10_06_175644_create_regions_table	1	
regions users	107 2017_10_06_178745_create_cities_table	1	
	108 2017_10_06_181133_create_maps_table	1	
+ *- C 🔺	+ - ++ C 🖽 6 rows in table		< ☆- ►

In case any direct access to the database is needed, I use Sequel Pro for it. Favorites allow me to access my local systems and by using ssh certificates also for test and production systems.