



Tool Explorations

Empathy Map

Your community has come together to design solutions for people experiencing homelessness. You don't see anyone with lived experience that you can tell, and you feel strongly that the issue is more complex - people experiencing homelessness are not all the same. **How might you use the empathy map to have a productive conversation about how to include people with lived experience?**

How Might We Questions

You live and work in a municipality in Essex County, Ontario - a peaceful, rural county with a focus on agriculture. You work for the Ontario Greenhouse Vegetable Growers (OGVG) - a non-profit representing farmers across the region, and you have been noticing increasing tensions between county residents and the large international workforce from countries like El Salvador and Jamaica that work on the farms. These workers are almost all male, and some residents feel nervous when workers gather in public spaces after dark when they are off work. As well, many workers struggle to access services that they need, like health, banking, or legal services, because they are not commonly offered outside of business hours or in their native languages. Workers also travel around the county by bicycle, and there are concerns about making sure they are kept safe on the road.

Your community has aligned on the following vision:

“Our communities are inclusive. We welcome, support, and appreciate the contributions of all residents – international and local. Our success is only possible because each person is supported by the workforce, organizations, and other residents to contribute their diverse gifts to create a thriving community for all.”

You want to encourage everyone to think of new ideas, in addition to the ones that they're already bringing with them. **How might you use How Might We Questions to do this? Use the tool to generate the How Might We Questions that you would want to use.**

Planning Prototypes and Testing

A little further down the road from the case above, your idea to work towards the community vision is to build greater community connections through having people host dinners at their homes with international workers. You're curious if people would actually do this, and if so what supports are needed to help make this possible, and how you might scale and spread this concept. How would you prototype this? **Use the Planning Prototypes and Testing tool to map out your prototype.**