

DIGITAL SOCIAL IMPACT



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www.digitalsocialimpact.eu



Empathy Map Canvas

Description

EMPATHY MAP CANVAS

Empathy is the human ability to identify and understand another person's situation, including the emotions that they are experiencing. As the name suggests, an empathy map is a tool that can help you build empathy with your end users. In the context of Digital Social Impact course design, it can be used to define social impact problems for individuals and communities and better understand their pains.

[Course Configurator](#) > [Step 1: Design](#)

Best used for

Finding local social impact challenges to solve

Time to introduce this activity in lecture / Time to run this activity

15 min / 30 min

In the context of Digital Social Impact courses and learning activities

Potential tool for lecturers to figure out possible areas to tackle with students

Main Target Group

Lectures, Students and Local Communities

Potential tools for digitising this activity

Breakout rooms in Teams, Zoom, with a Miro/Mural board, Gather town

Additional Resources

[Xplane Empathy Map Canvas Guidelines](#)

[Empathy Map Canvas on Mural](#)

Step by Step

1 Start with the GOAL section, by defining WHO will be the subject of the Empathy Map and a goal: something they need to DO. This should be framed in terms of an observable behavior.

2 Once you have clarified the goal, work your way clockwise around the canvas, until you have covered Seeing, Saying, Doing, and Hearing. The reason for this is that the process of focusing on observable phenomena (Things that they see, say, do and hear) is like walking a mile in their shoes. It gives us a chance to imagine what their experience might be like, to give us a sense of what it “feels like to be them.”

3 Only AFTER you have made the circuit of outside elements do you focus on what’s going on inside their head. The large head in the center is one of the most important aspects of the map’s design.

4 As you/your students learn more about the who you are empathising with i.e. the beneficiaries of the digital social impact course, revisit your empathy map canvas and update it with your new learnings and insights. It is a powerful tool to use in the design phase which can be used across Delivery and Reflection too.



Miro

Description

Miro

Tool Details

[Course Configurator](#) > [Step 1: Design](#)

Tool Name

Miro

URL

www.miro.com

Tool Description

Miro is a tool that blends aspects of several different categories of software into one. It's part diagramming and flowchart software and part presentation app. It's also part mind mapping and video conferencing too! Its benefit as a Digital Social Impact course planning tool is that everything about it is collaborative, making it a great tool for co-creating your Digital Social Impact Course. You can use it to draw an idea or create a slideshow, either by yourself or with others editing simultaneously.

Like the sounds of this tool? Click to add it to your personal Digital Social Impact Course Configurator.



Competence Sun

Description

Competence Sun

The method Competence Sun allows you, in a simple and creative way, to discover characteristics and competences of another person, commonalities and differences in the group and thereby to strengthen the ability to work in a team.

[Course Configurator](#) > [Step 2: Deliver](#)

Best used for

Team building and increasing awareness of mutual competencies

In the context of Digital Social Impact courses and learning activities

Social Impact projects are often done in groups and multi-discipline teams. The competence sun activity is useful to help mixed student groups to get to know and value each other.

Main Target Group

Lecturers and Students

Potential tools for digitising this activity

The competence sun can be applied both digitally using an online whiteboard, e.g. Miro, and presential

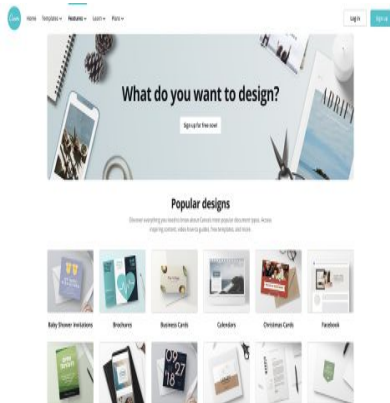
using a large sheet of paper or a whiteboard.

Additional Resources

[More details on the Competence Sun – FH Münster](#)

Step by Step

- 1 Draw wide rays of sunlight on a piece of paper/whiteboard according to the number of participants.
- 2 Each person is now assigned a sunray and collects at least ten characteristics (e.g. competencies, resources, skills, interests) about themselves. These points are written down on a sticky note and stuck on the corresponding sunray.
- 3 The first person now begins to present his or her characteristics. If characteristics are mentioned that also apply to another person, that person shares that directly. Questions can be asked at any time.
- 4 Collect the qualities that you all have in common in the center of the sun. All other traits are placed in that person's sun ray. The characteristics that only some people share are noted with their names or with colored dots.
- 5 Finally, find a common group name for the competencies you have gathered (e.g. the travelers or the networked). In addition, you have the possibility to creatively design the competence sun according to your group name. You now have a good overview of the existing competencies in the group.



Canva

Description

Canva

Tool Details

[Course Configurator](#) > [Step 2: Deliver](#)

Tool Name

Canva

URL

www.canva.com

Tool Description

Canva is an easy to use graphic design platform for creating visual content e.g. posters, presentations and images for use social media etc. Canva has thousands of free, high-quality templates on any subject or topic imaginable which students can use for their digital social impact projects.



Here, there, everywhere

Description

Here, there, everywhere

Here, There, Everywhere emerged so that workshop participants might detail – sometimes in front of the room, sometimes just to themselves – how they will change their behaviour in the future.

[Course Configurator](#) > [Step 3: Deliver](#)

Best used for

Sustained social impact, student reflection

In the context of Digital Social Impact courses and learning activities

The reflection phase is a time for making decisions and commitments as a team, or identifying next steps and action items. It also provides an opportunity to reflect on what just happened and find meaning in personal development.

Main Target Group

Students, individually or in groups.

Potential tools for digitising this activity

Yes the Here, There, Everywhere columns could be recreated as a collaborative or individual exercise

on Mural, Miro or Padlet etc.

Additional Resources

[Learn more about Here, there, everywhere from Gamestorming](#)

Step by Step

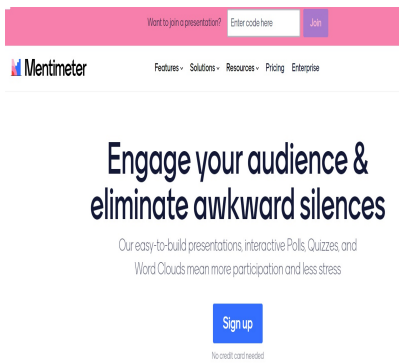
1 Begin by telling your participants you're going to take a moment to reflect and crystalize a learning from the material you just covered.

2 Ask them to take a moment to go back and review whatever that material is, so that the content is once again fresh.

3 After the review, have each participant then capture the following, one per post-it note:

1. **Here** something in our time together that caught your attention, piqued your curiosity or, at the very least, you noticed. It might be a game, a comment from a fellow participant, a concept, a visual framework, etc...
2. **There** how you might take that specific example and implement it at work or in your personal life. Bring in as much detail as you can to make for easy implementation; imagine your future self doing it and the outcome it generates.
3. **Everywhere** would be a generalized interpretation of this thing that would allow for more universal application – an underlying principle absent context

4 **Optional:** Break participants into small groups to discuss their reflections. After the breakout, ask the group to share their reflections.



Mentimeter

Description

Mentimeter

Tool Details

[Course Configurator](#) > [Step 3: Reflect](#)

Tool Name

Mentimeter

URL

www.mentimeter.com

Tool Description

Mentimeter is great for tool for reflection. It is especially useful when used at the start of the project/course and again at the end to see if expectations from the beginning were met at the end. Mentimeter can help learners to understand learning objectives towards specific topics. It can then help teachers to assess the success of their lessons and what changes or improvements they should make. ([Source](#))