The Imposition of Empathy
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The Pedagogy of Empathic Design

Many articles showcase “here’s what we made!” but not “here’s how we did it.” This makes it difficult to study the design process and then to subsequently teach that methodology to others who are interested in utilizing empathy to develop more user-centric products and services. As a specific example, empathy has only recently emerged in healthcare and technology research, but the number of articles that include “empathy” and “empathic” is still very low.

From an information science perspective with a user experience slant, teaching and applying empathic design as well as the cost and feasibility of relying on empathic data does not always fit the quantifiable metrics to which programming directors and product developers are accustomed. But, by using empathy, not only can one design better solutions that address users’ needs with heightened understanding but also potentially create products which teach the concept of empathy themselves.

Empathy is essential for the creation of successful, accessible, and sustainable designs, and it is a lens that information professional often use without realizing.

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