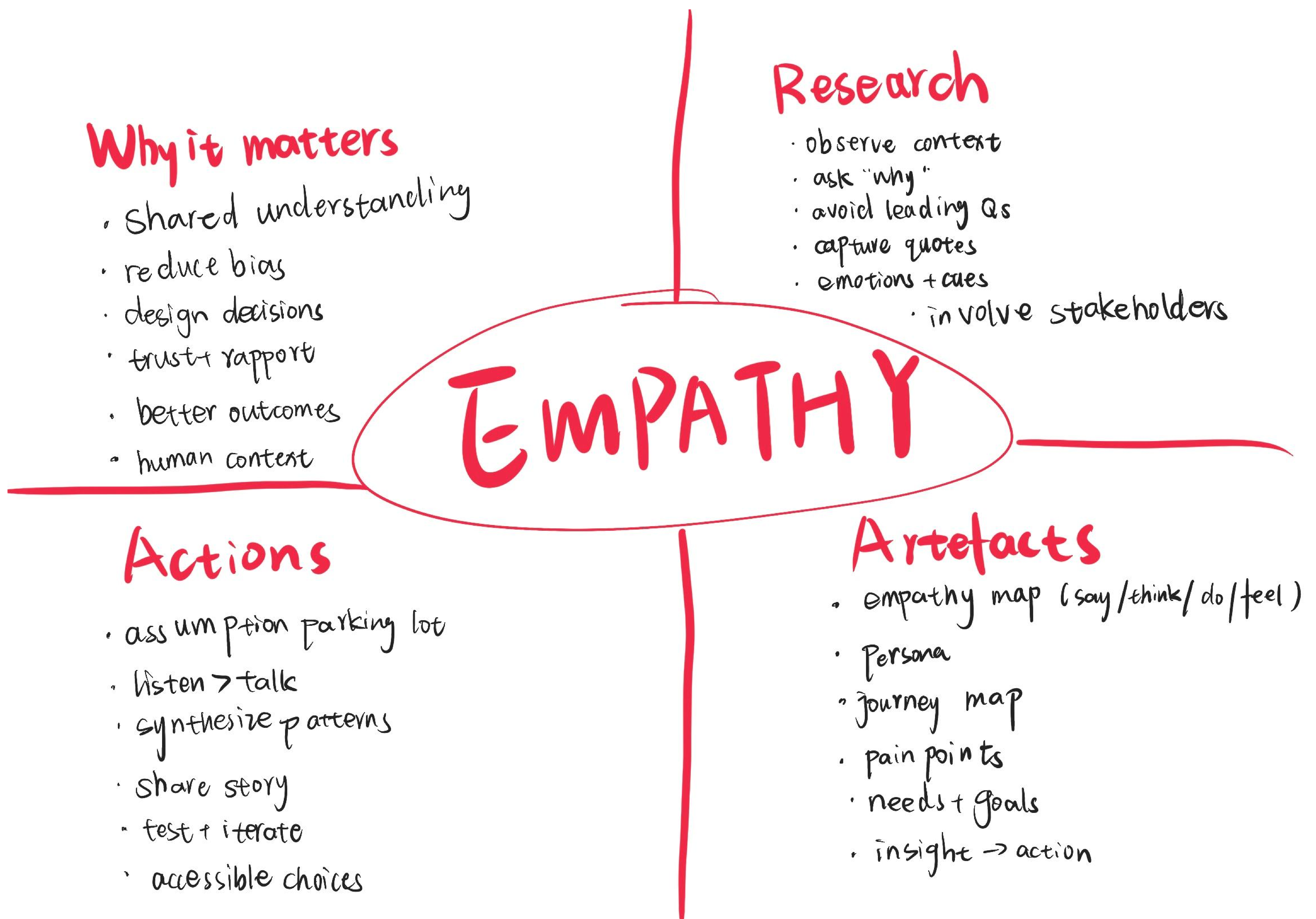


RRR 6



Watching Empathy in UX Design helped me reframe empathy as a practical design skill rather than a soft attitude. The most useful shift is treating empathy as evidence-based understanding: suspending assumptions, listening for context, and translating research into shared artefacts (e.g., empathy maps, personas, journey narratives) that guide decisions. For my projects, this means moving from “beautiful outcomes” to explainable systems—making insights legible to others and turning them into concrete interaction, accessibility, and storytelling choices.