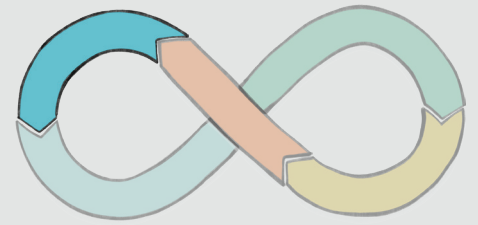


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Templates to help you started



What “bugs” you?

How are people using energy around you?

What “bugs” do you notice about how this is happening? What could be improved?

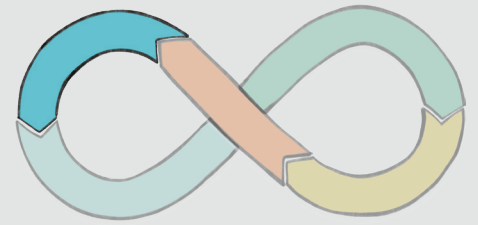
What doesn't seem to be working as well as it could be?

What are things you notice that surprises you or that you didn't know before?

What are some observations that you can't quite understand yet or makes you more curious to find out about?

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Templates to help you started



What are the ways you use energy in your life? (In your home – for heating, for cooking – for transport)?

Do you feel you can act on energy issues? How could you? Do you wish to?

What is your community good at in terms of energy?

What worries you the most about energy in your community?

How has the way you use energy changed?

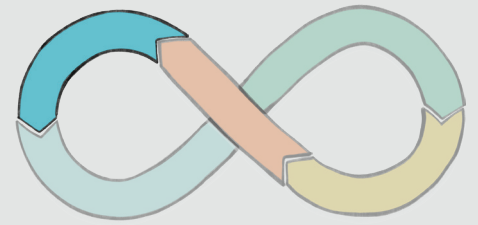
How would a fully accomplished energy system change things in your life?

What questions do you ask yourself regarding the energy system?

How would you define your geographical area towards the question of energy?

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Templates to help you started



What do you observe to be not working? How is it related to the energy system or decarbonization?

Why might it not be working?

Why has it not been fixed yet? What past events have led or contributed to this issue?

Who would be able to do something about it? (Try to be as specific as you can naming the people)

Who is interested in keeping things the way they are now?

What are the **needs*** of these people in relation to energy?

What **values**** might be behind their needs?

Who is impacted by this problem? Who are the group of persons most concerned/affected? (Try to be as specific as you can naming the people)

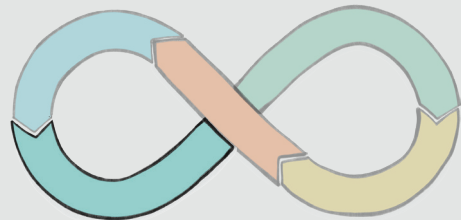
What are the **needs*** of these people in relation to energy and decarbonisation which may be neglected or not adequately being met?

*The **need** is not a solution; it is the motivating force compelling action for its satisfaction. It includes but goes beyond material necessities.

A **value is a belief or principle that are important to the way people live and work.

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Templates to help you started



Who are most affected
by this problem?

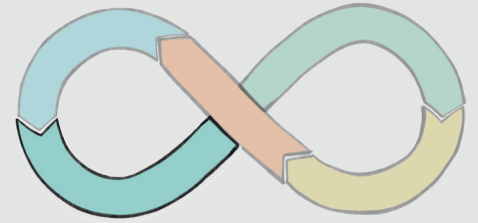
Who has the least
and most power to
do something about
this problem?

Who might have an
interest in keeping things
the way they are?

Who might have
an interest in
changing things?

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Templates to help you started



Name of actor (either specific groups of people or individuals)	What is this actor's attitude towards this problem? – Keep things the way they are + Change things	How personally affected is this actor by the problem (1-5)?	How much power does this actor have to change the problem (1-5)?

My most important actors in this problem are:

...

...

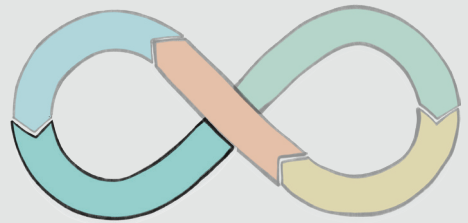
My reason(s) for deciding that these are the most important actors is:

...

...

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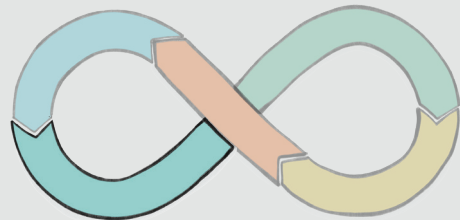


What are their needs and values?

Actor or group of actors	Needs	Values
...		
...		
...		

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Templates to help you started



Personas canvas

Negative trends



Positive trends



Headaches



Opportunities



Fears



Hopes



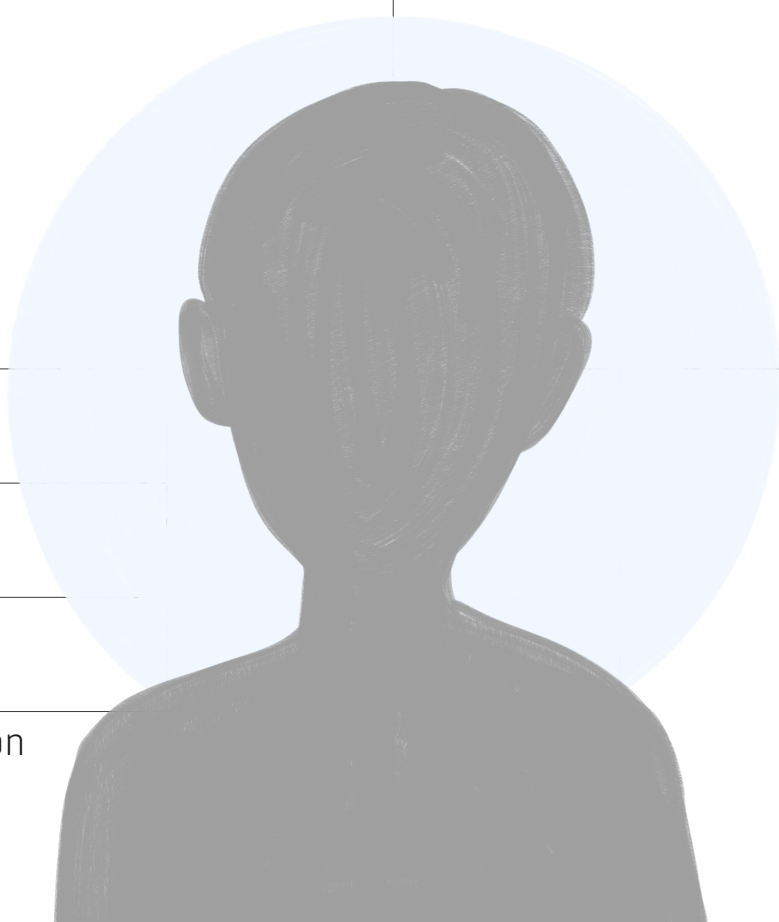
Name

Age

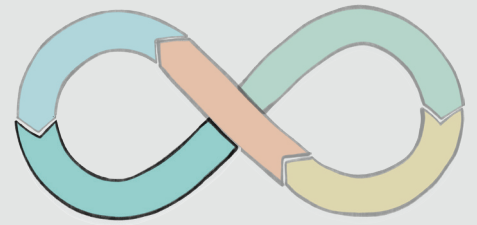
Occupation

Other information

Needs



Templates to help you started



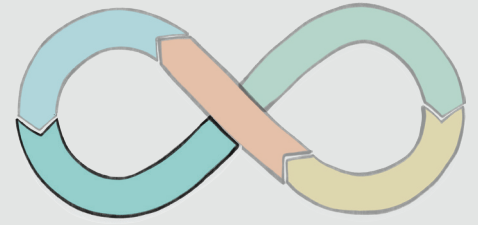
SOMEONE...

NEEDS...

or BECAUSE...

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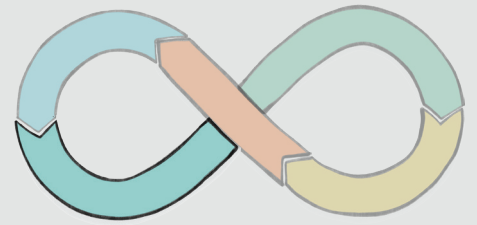


Feedback from actors:

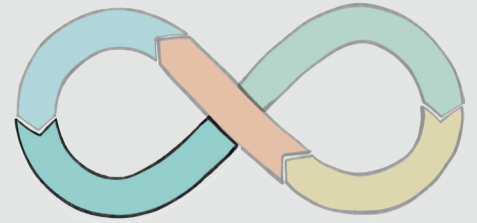
Use the feedback you have gotten to make any changes you might want to make to your original problem statements.

Revised problem statements:

Templates to help you started

[illegible]

Templates to help you started

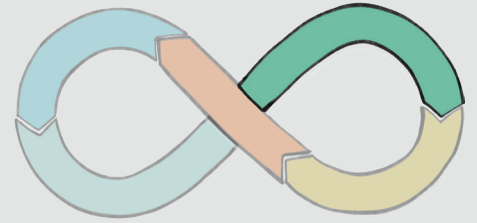


Revised problem statement:

[illegible]

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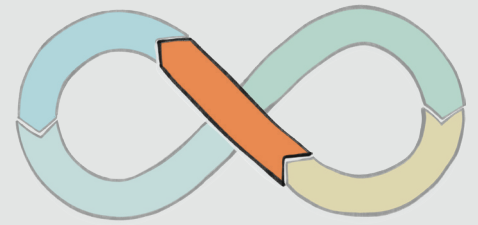
Templates to help you started



- Which ideas are **most relevant** to the original problem statement?
- Do you want your solution to be implemented in a **certain amount** of time/budget?
- **Who needs to be involved** in order for the idea to be implemented?
- What are **existing constraints**?
- List the types of **positive impacts** you hope to create if a solution is to be successful. Do you see the solution leading to some of these impacts?

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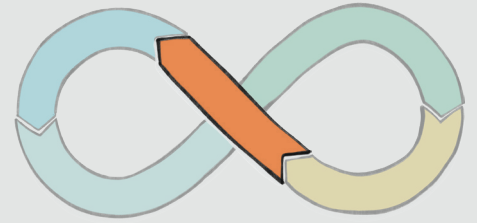
Templates to help you started



- What am I most uncertain of about my idea? Can they give me more information or another perspective on what I am uncertain about?
- Am I making the right assumptions about how my prototype works?
- Do I have the right technical understanding about my prototype?
- What might the unintended consequences of my prototype be?
- Would my prototype affect everyone the way I think it will?
- How can I best communicate and talk about my prototype?

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Templates to help you started



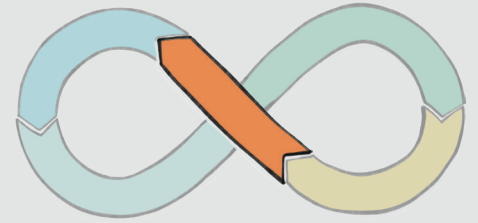
Show your prototype(s) to someone who may be affected by the solution

What feedback did you find helpful?

What feedback will you act on?

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Templates to help you started



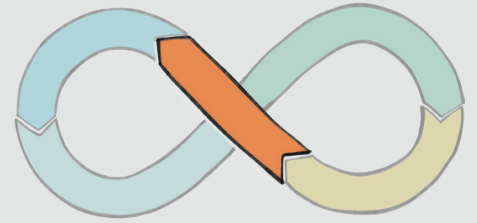
Show your prototype(s) to someone who can do something about the solution

What feedback did you find helpful?

What feedback will you act on?

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Templates to help you started



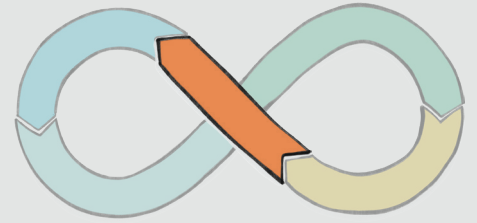
Show your prototype(s) to a friend/colleague

What feedback did you find helpful?

What feedback will you act on?

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Templates to help you started



Show your prototype(s) to an expert

What feedback did you find helpful?

What feedback will you act on?
