

# *Time, Space, and Emotion*



Jourdann Fraser  
Tiffany Manuel  
Vy Mai

# *Meet the Squad*



**Vy Mai**



**Tiffany Manuel**



**Jourdann Fraser**

# *Meet Our Interviewees*



**Will Vizcayno**



**Helen Hsu**



**Jiamin Huang**

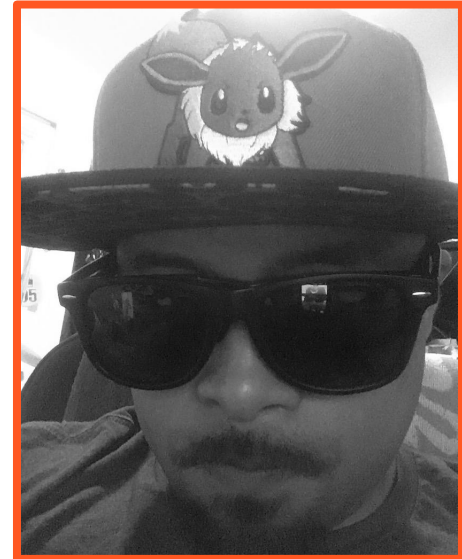


**Gabriella Harari**

# *Interview Questions*

# Questions - Will Vizcayno

- What's your favorite place?
- How do you feel when you go to your favorite place?
- What's your favorite memory?
- How did your favorite make you feel?
- Tell us about an emotional journey.
- Why do you write?



# Questions - Helen Hsu

- How do you get people to open up to you about their memories?
- How do people cope with traumatic events?
- What is the best/most common coping mechanism?
- What is self-care and how important is it in the coping process?



# Questions - Jiamin Huang

- What is your relationship with social media?
- Why do you not use social media?
- How do you record your memories?
- As a counselor, how do you get people to open up about emotional experiences?
- What is your favorite/least favorite place?
- What is your favorite memory?
- How do you communicate with others?
- How was your experience with journaling?



# Questions - Gabriella Harari

- Why do you journal?
- Why did you choose that format?
- How does journaling affect your memory? What's the relationship between your journals and your memories?
- What moment makes you want to journal?
- What keeps you journaling?
- What goes through your mind when you re-read journal entries?
- What is your journaling process?





*Empathy Map*





***WILL***

## SAY

Journaling is a “chore”

Is more creative when he doesn't have a schedule

Wants a happy ending

## THINK

If things are routine they get old and stale

Sad stories alienate people

Memories connect to environment

Where you start and end has significance

People don't want to hear sad stories

## DO

Looks at whining dogs after telling story about pet grasshopper

Writes when he realizes he hasn't in a while

## FEEL

WOAH feeling in favorite place and memory

People feel the need to make other people happy

New feeling felt at Bernal Heights persists because emotion is so strong

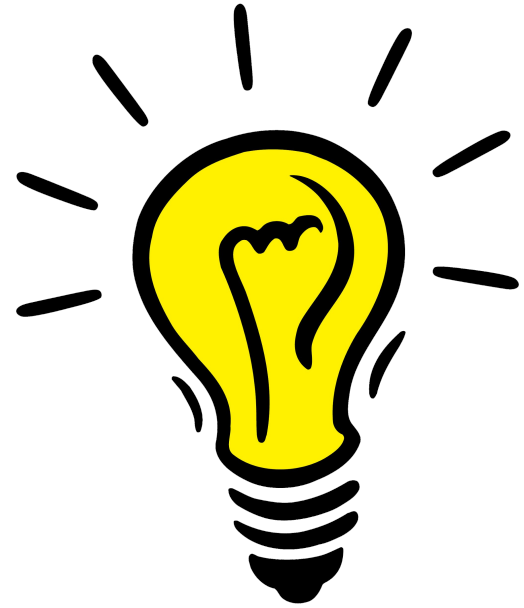
Claims that spontaneity is need in order to be creative.



Uses a routine in his creative process

**Insight:** He values spontaneity in small doses

**Need:** He needs a way to balance spontaneity and routine in his creative process





***HELEN***

## SAY

Some people are can be unwilling to share their feelings, but also **UNABLE**

Young people aren't taught to **articulate their feelings**

Reaction of first few people play a **major role** in dealing with traumatic memories/experiences

## THINK

Mental illnesses are invisible because there's no language for it

Relationships play a huge role in determining speed of recovery

Environment is blueprint for routine (**movers story**)

## DO

Provides toolbox of coping mechanisms

**Provides help for family members, parents and teachers**

## FEEL

Hates stigma

People like routine when things are changing a lot

People feel safe in familiar environments

**People feel like they have no other choice but to accept others opinions**



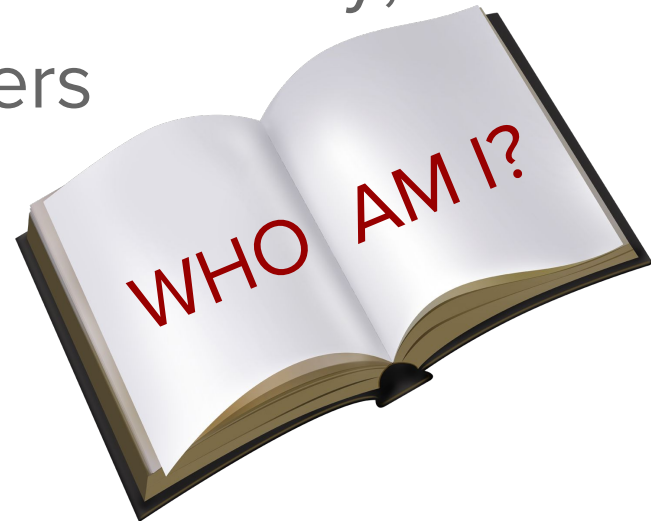
Your ability to cope depends on relationships, identity, and language (self-narrative)



Your self-narrative depends on what others think about you

**Insight:** If you don't have the language, you can't tell your story; and therefore, you can't properly cope with a traumatic experience.

**Need:** A better way to articulate their identity, emotions, and experiences to others





***JIAMIN***

## SAY

Social media messaging is like being “at the beck and call” of someone else

Self-reflection is crucial to dealing with trauma

People’s lives are better on social media

## THINK

Social media is inherently dishonest

Journaling must be honest with integrity

Unique emotions stand out in memories

## DO

Starts and stops gratitude journal

Puts her hand over her face when asked about the place she hates the most

Relies on other people to record memories for her

## FEEL

Likes structure and routine

Weird feeling when she goes back to remodelled pool

Obligate to write negative experiences because otherwise journaling is too similar to the highlight reel on social media

She thinks she communicates poorly



She is very articulate when explaining her emotions and memories to others

**Insight:** People believe good communication requires consistent participation in social media/messaging.

**Need:** People need more practice articulating emotions outside of social media contexts



**GABRIELLA**

## SAY

Her journaling has evolved

Journaling helps me learn about where I was, where I am now, and where I want to be.

“You’re with yourself all the time so it is beneficial to know yourself pretty well.”

She choose journaling because it is private and secure

## THINK

She’s not made of stories, she’s made of reincarnations of herself

Journaling has an inherent integrity to it

Needs distance from memories to fully process them

## DO

Writes about feelings during transition periods

Turned her head away when talking about a negative experience

Writes about emotional when she realizes she hasn’t in a while

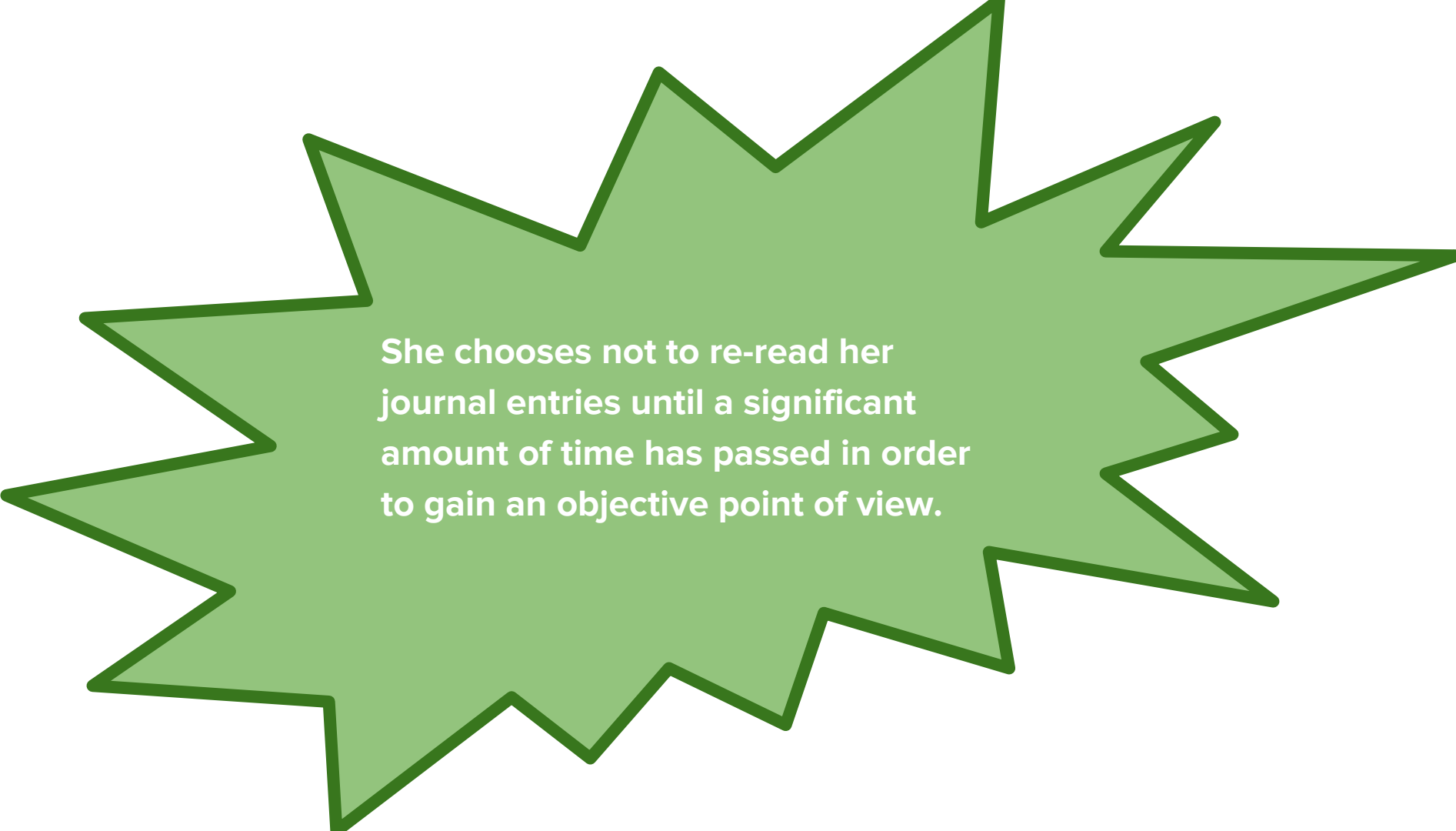
## FEEL

Missing a journal entry is like missing a chance to check in with herself

Journaling is a routine that grounds her during a transitional period

Respect for the concept of privacy





**She chooses not to re-read her journal entries until a significant amount of time has passed in order to gain an objective point of view.**

**Insight:** Journaling is a form of therapy for her.

**Need:** People need a way to practice their own self-therapy.

# *Summary*

## **People Need:**

- Balance between spontaneity and routine in creative processes
- A better way to articulate emotions on and off of social media
- A way to provide therapy for themselves

*Questions?*

# Empathy Map - Will Vizcayno

## SAY

- Hates journaling
- **Journaling is a “chore”**
- **Is more creative when he doesn't have a schedule**
- **Wants a happy ending**
- Going to bernal heights and the fireworks memory are not new but feels new and is always different
- His favorite memory was from his hometown in Philippines
- The dogs reminded him of his grasshopper

## DO

- He buried his grasshopper where he found him
- **Looks at whining dogs after telling story about grasshoppers**
- Visits bernal heights often
- **Writes when he realizes he hasn't in a while**

# Empathy Map - Will Vizcayno

## THINK

- *If things are routine they get old and stale*
- *Where you start and end has significance*
- *Memories connect to environment*
- Journaling should be fun, spontaneous
- People don't want to hear a sad story because it makes them feel down
- *Sad stories alienate people and people don't want to hear them*

## FEEL

- Feels connected to people through words
- *WOAH feeling in fav place and memory*
- *People feel the need to make other people happy*
- *The new feeling associated with Bernal Heights continues because the initial emotion is so strong*
- He has a lot of nostalgia for where he's from: Philippines and LA

# Empathy Map - Jiamin Huang

## SAY

- Context, tone, hand gestures, body language are not present in texting, detracting from conversation
- **Feelings create strong memories**
- No punishment when stop doing journal so no incentive to continue
- **Self-reflection is crucial to dealing with trauma**
- Doesn't get experience across through words
- **People's lives are better on social media**
- Wants conversations with clear beginning and end
- **"I know you're there. You know I'm there."**
- Texting awkward form of communication
- **Social media messaging is like being "at the beck and call" of someone else**

# Empathy Map - Jiamin Huang

## DO

- Swims
- **Remembers high school swim meets when thinking of feeling good**
- **Relies on other people to record memories for her**
- **Puts her hand over her face when asked about the place she hates the most**
- Helped others remember how to cope with past experiences
- Overthinks punctuation, time between replies
- **Starts and stops gratitude journal**
- **Doesn't remember contextual details to memories**
- **Remembers visual details and then that leads to sensory details.**



# *Empathy Map - Jiamin Huang*

## THINK

- Social media messaging is an obligation
- *Unique emotions stand out in memories*
- Investment of time, emotion, and work leads to remembering unintentionally
- Intentional memories don't work
- *Social media is like a highlight reel, with only good things*
- *Social media is inherently dishonest*
- *Journaling must be honest with integrity*

# Empathy Map - Jiamin Huang

## FEEL

- Likes structure and routine
- Obligate to write negative experiences because otherwise journaling is too similar to the highlight reel on social media
- Badly communicates just because she doesn't have traditional social media
- More in control of her life without social media
- Even though your social media is your own you have no control over how people interpret it
- Feels anxiety when it comes to texting
- Weird going back to remodelled pool
- Just being in proximity with certain people makes you change unwillingly
- Associates negative feelings with people (distance and emotion)
- Wants to choose social obligations

# Empathy Map - Helen Hsu

## SAY

- Culture is not good for dealing with loss
- Milestones can trigger trauma
- People reprocess traumatic events later because they have a new vocabulary to express their emotions
- Family, friends, and teachers can help more than she can
- Culture does not support self-care
- Some people are can be unwilling to share their feelings, but also UNABLE
- “There is no such thing as evolution without discomfort”
- You “should” be happy - what people say about successful people
- Traumatized people disassociate
- Reaction of the first few people play a major role in dealing with traumatic memories/experiences
- There is a huge mental health stigma
- There is a discrepancy about how children feel versus how other people talk about it
- Young people aren’t taught how to articulate their feelings
- People take for granted the little things before it is too late
- Routine is important to support people who suffer from memory loss
- Self-care is important (eating, sleeping, social engagement, exercise, a creative activity, and sometimes a spiritual activity)

# Empathy Map - Helen Hsu

## DO

- Remains unbiased and non-judgemental
- Works with patients with dementia
- **Toolbox of coping mechanisms**
- Community work and anti-stigma work
- **Provides help for family members, parents and teachers**

## THINK

- **Culture causes stigma**
- Adults don't understand mental illnesses
- **Illnesses are invisible because there is no language**
- **Environment is the blueprint for a routine (the movers story)**
- **Language is important for understanding emotions**
- Recognizes part of bigger picture/system
- **Relationships play major role in determining speed of recovery**

# Empathy Map - Helen Hsu

## FEEL

- Adults try to regulate children's emotions and they don't validate them
- Hates stigma
- People like routine when things are changing a lot
- People feel safer in familiar environments
- People feel like they have no choice but to accept others' opinions

# Empathy Map - Gabriella Harari

## SAY

- Journaling has “evolved”
- “Journaling is a conversation with yourself”
- Still occasionally sees journaling as a chore
- Journals must have substance, not superficial
- Journaling helps her figure out where she’s headed
  - Journaling helps me learn about where I was, where I am now, and where I want to be.
- Journaling connects her past, present, and future self
- A physical journal is the most private form of journaling
- She chooses journaling because it is private and secure
- She likes reading past entries with an objective POV of her past self
- “You’re with yourself all the time so it is beneficial to know yourself pretty well.”

# Empathy Map - Gabriella Harari

## DO

- Writes about feelings during transition periods
- Keeps a journal on hand daily
- Journaling mostly to do lists
- Waits awhile to re-read
- Doesn't write if thinks opinion will change
- Turned her head away when talking about a negative experience
- Writes about emotional when she realizes she hasn't in a while

## THINK

- Journaling has an inherent integrity to it
- Not public platform but still important to have responsibility
- Needs distance from memories to fully process them
- Too busy so only way to practice self-care
- She's her best support system, journaling is a relationship w/ herself
- She's not made of stories, she's made of reincarnations of herself

# Empathy Map - Gabriella Harari

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