Mental Health
for Adults

Needfinding Report

Meet the Team!

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Sophomore
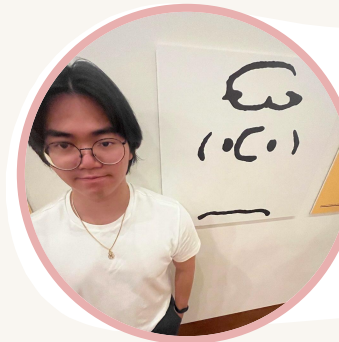CS (HCI)

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Domain Selection

Emotional
Wellness

Stress
Management

Relationships /
Life

Main Questions

How do people manage their emotional wellbeing?

Where does mental health care fit into people's daily routines or thinking patterns?

Needfinding Methodology

- Wanted to interview a **diverse** group of people
  - non-Stanford, various age, race, gender
- Interviewed at Town & Country and Stanford
- Everyone interacts with mental health → no target
  - *Note: only people comfortable with talking about mental health responded*
- One person interview, other takes notes

Interviewees

"Amy"

50 years old, *CFO of public company*

"Max"

29 years old, *Software Engineer*
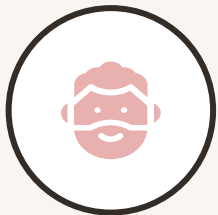
"James"

71 years old, *Retired (former retail manager)*

"Tracy"

21 years old, *Stanford Student*

Extreme Users

Going Through Lots of Grief

"James"

"Amy"

Very Positive

"Tracy"

Why do you get stressed? What plays a factor?

- How do you usually deal with stress? Can you describe a time when you faced a stressful situation and how you handled it?

How has approaching mental health changed for you at different ages and/or stages of your life?

Questions Asked

Is there anything you wish you could talk more about with people in your life?

Can you give an example of how technology fits into your life in terms of managing your emotions or stress?

Empathy Maps

SAY, DO → THINK, FEEL

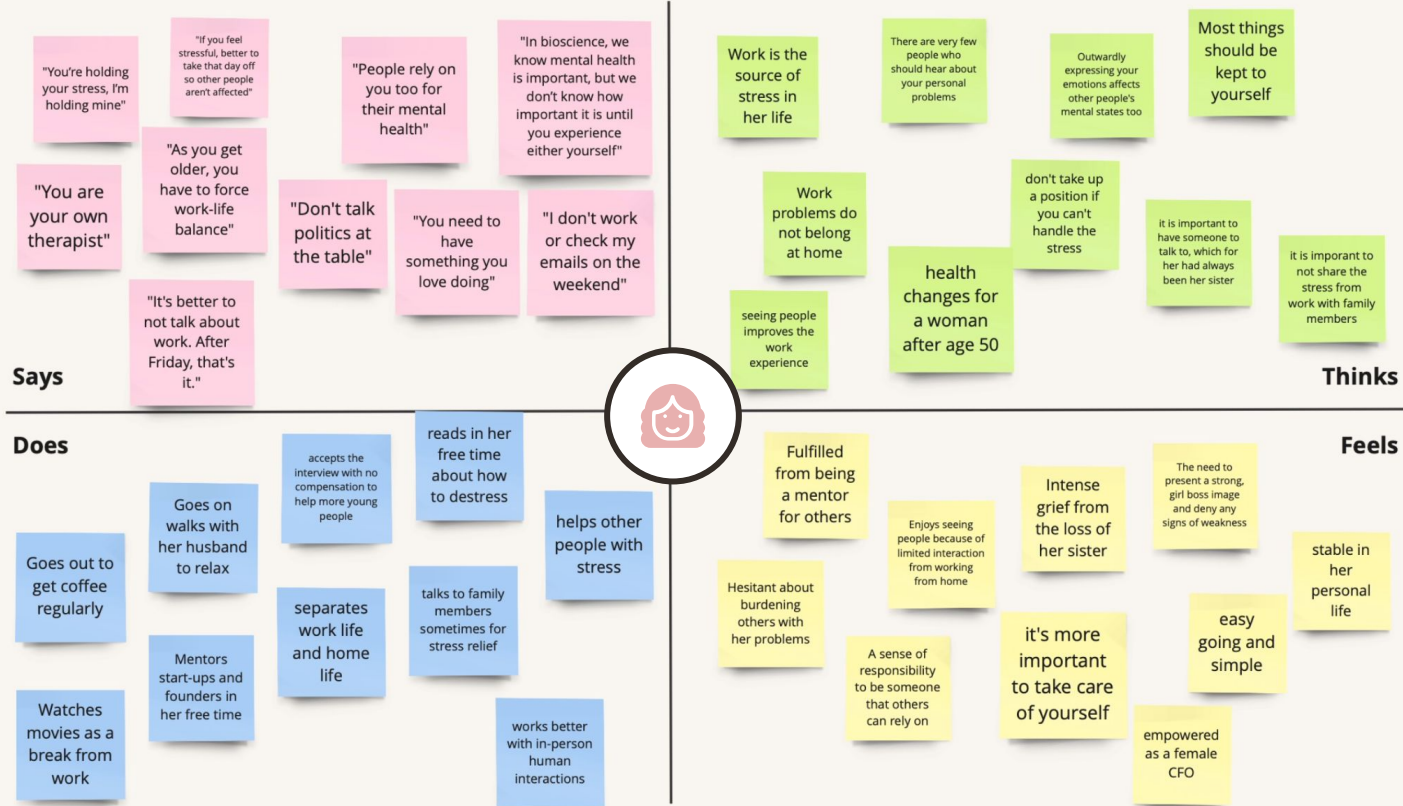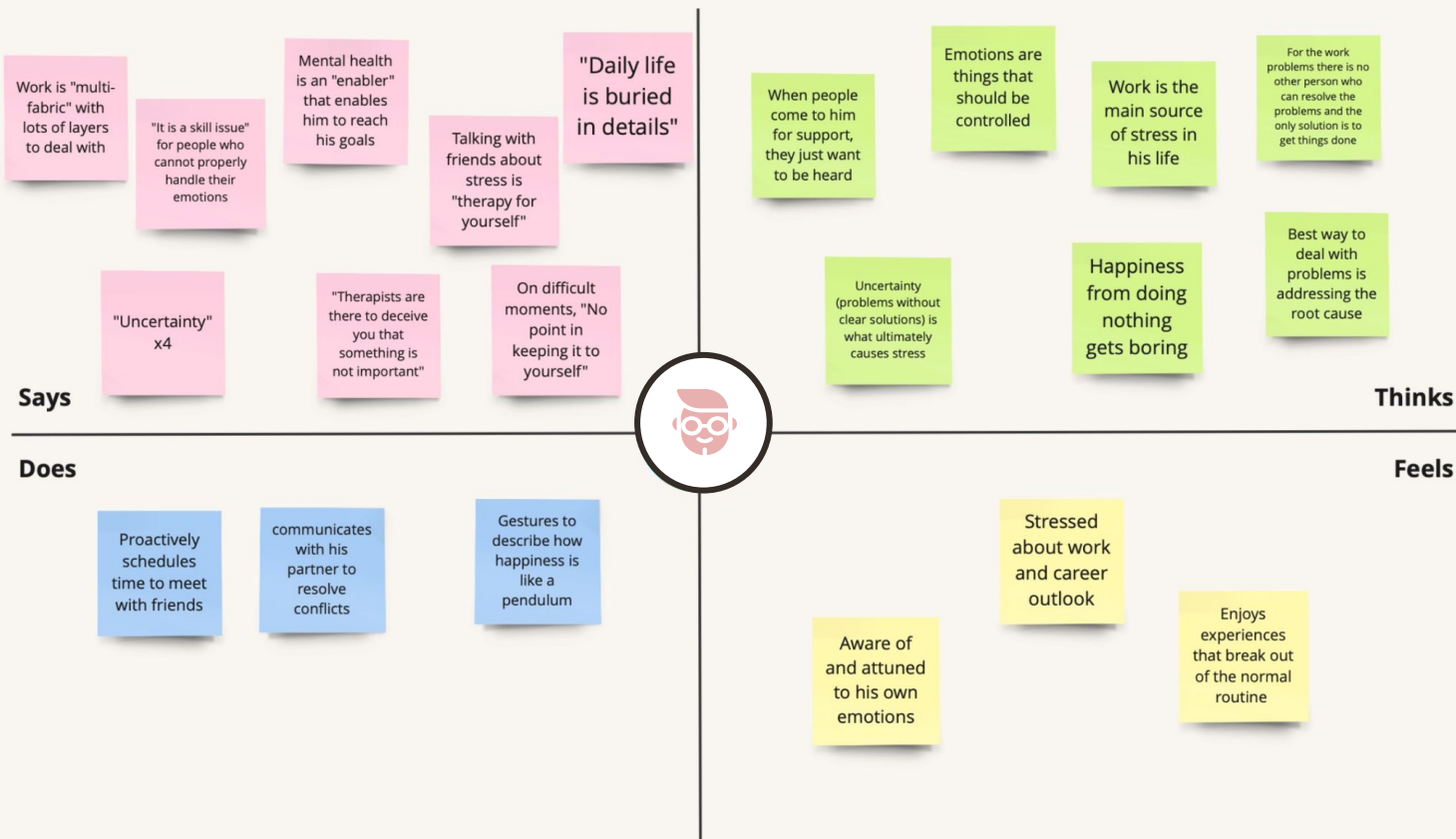# "Amy"

Says

"You're holding your stress, I'm holding mine"

"If you feel stressful, better to take that day off so other people aren't affected"

"People rely on you too for their mental health"

"In bioscience, we know mental health is important, but we don't know how important it is until you experience either yourself"

"You are your own therapist"

"As you get older, you have to force work-life balance"

"Don't talk politics at the table"

"You need to have something you love doing"

"I don't work or check my emails on the weekend"

"It's better to not talk about work. After Friday, that's it."

Thinks

Work is the source of stress in her life

There are very few people who should hear about your personal problems

Outwardly expressing your emotions affects other people's mental states too

Most things should be kept to yourself

Work problems do not belong at home

don't take up a position if you can't handle the stress

it is important to have someone to talk to, which for her had always been her sister

it is imporant to not share the stress from work with family members

seeing people improves the work experience

health changes for a woman after age 50

Does

accepts the interview with no compensation to help more young people

reads in her free time about how to destress

Goes on walks with her husband to relax

helps other people with stress

Goes out to get coffee regularly

separates work life and home life

talks to family members sometimes for stress relief

Mentors start-ups and founders in her free time

Watches movies as a break from work

works better with in-person human interactions

Feels

Fulfilled from being a mentor for others

The need to present a strong, girl boss image and deny any signs of weakness

Intense grief from the loss of her sister

Enjoys seeing people because of limited interaction from working from home

stable in her personal life

Hesitant about burdening others with her problems

it's more important to take care of yourself

easy going and simple

A sense of responsibility to be someone that others can rely on

empowered as a female CFO

"Max"

Says

Work is "multi-fabric" with lots of layers to deal with

"It is a skill issue" for people who cannot properly handle their emotions

Mental health is an "enabler" that enables him to reach his goals

Talking with friends about stress is "therapy for yourself"

"Daily life is buried in details"

"Uncertainty" x4

"Therapists are there to deceive you that something is not important"

On difficult moments, "No point in keeping it to yourself"

Thinks

When people come to him for support, they just want to be heard

Emotions are things that should be controlled

Work is the main source of stress in his life

For the work problems there is no other person who can resolve the problems and the only solution is to get things done

Uncertainty (problems without clear solutions) is what ultimately causes stress

Happiness from doing nothing gets boring

Best way to deal with problems is addressing the root cause

Does

Proactively schedules time to meet with friends

communicates with his partner to resolve conflicts

Gestures to describe how happiness is like a pendulum

Feels

Stressed about work and career outlook

Aware of and attuned to his own emotions

Enjoys experiences that break out of the normal routine

"Tracy"

Says

"Social media is good to see that I'm not alone"

"it's easy for me to think of good things to cheer myself up"

"I prefer to write about my emotions"

"I feel bad when I'm not doing work"

"No one in my family talks about mental health"

when she gets stressed her "mind goes blank"

"I'm a happy person"

"I just got to thug it out"

"Try to be as positive as possible"

"Writing is easier than talking"

Thinks

Always have to be doing something

If you think about positive things you will feel better

that her mental health affects her family

she has to care for her family

that she has to be productive

Mental health is something that can be dealt with alone

Writing is effective to proess emotions

Feels good about her mental health

It's easy for her to be happy because her parents are happy

She thinks it's easy for her to be happy

Does

Writes about her emotions

Constantly works

Goes on social media

Deals with stressful situations herself

reflect on her emotions

talk with others about her emotions

compares herself on social media

talks with other people if she feels overwhelmed

is preparing for job recruitment

skips lunch

Feels

Stressed about work

Existential crisis sometimes when not productive

Happy after writing

Writing helps her process emotions

feels like others are more productive

social media can be stressful with constant comparison

The need to relate to others

Currently in control of her own mental health
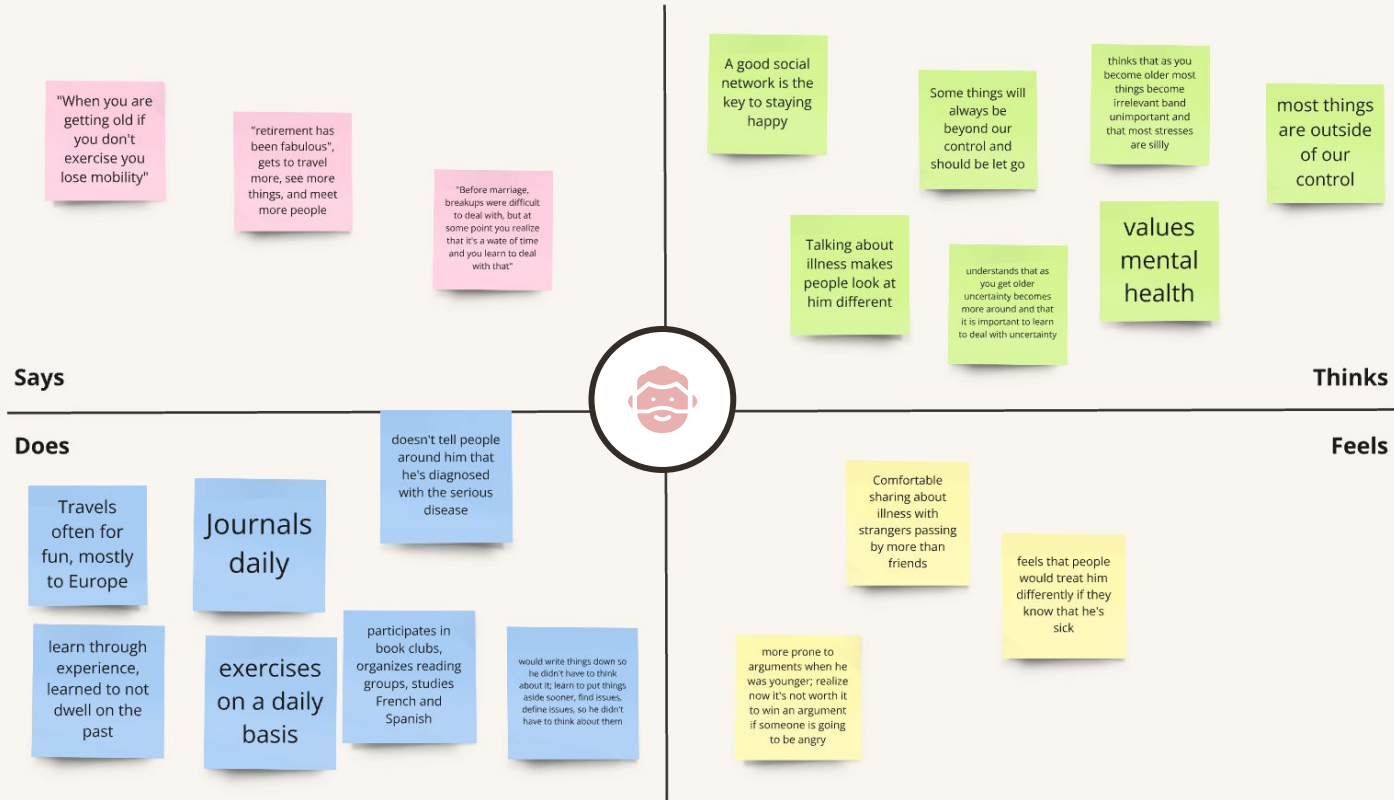
feels small hit of dopamine but bad after social media

good when she can explain how she feels

"James"

Says

"When you are getting old if you don't exercise you lose mobility"

"retirement has been fabulous", gets to travel more, see more things, and meet more people

"Before marriage, breakups were difficult to deal with, but at some point you realize that it's a wate of time and you learn to deal with that"

Thinks

A good social network is the key to staying happy

Some things will always be beyond our control and should be let go

thinks that as you become older most things become irrelevant band unimportant and that most stresses are silly

most things are outside of our control

Talking about illness makes people look at him different

understands that as you get older uncertainty becomes more around and that it is important to learn to deal with uncertainty

values mental health

Does

doesn't tell people around him that he's diagnosed with the serious disease

Travels often for fun, mostly to Europe

Journals daily

learn through experience, learned to not dwell on the past

exercises on a daily basis

participates in book clubs, organizes reading groups, studies French and Spanish

would write things down so he didn't have to think about it; learn to put things aside sooner, find issues, define issues, so he didn't have to think about them

Feels

Comfortable sharing about illness with strangers passing by more than friends

feels that people would treat him differently if they know that he's sick

more prone to arguments when he was younger; realize now it's not worth it to win an argument if someone is going to be angry

"It's important to take care of yourself, as you are your own therapist"

—"Amy"

Key Findings

- All very different stages of their life – but all still experience sadness to a degree and feel the need to confide with others
  - Need to have a place to channel thoughts/emotions
- Easier to express vulnerability anonymously (no judgement zone)
- Everyone has very different emotional needs

What's next?

- Focus on a specific aspect of mental health
  - Focus on specific demographic
- Explore ways to unify all these different mental health needs
  - Categorize needs
- Even more extreme user

Thanks for Listening!