

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.





Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says what everone say?

A human resources assistant is a professional who aids the company's HR manager with daily tasks such as recruitment, benefits administration, and payrolls.

responsible for managing and handling the day-to-day HR activities.

They often enjoy good working conditions and a consistent work environment, with regular working hours from 9-5.

Excellent verbal and written communication skills. Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



deal with highly sensitive issues; pay and benefits, violations of organisational policies, or personal challenges impacting work.

HR managers can help to ensure that organisations operate with due concern for fairness, integrity and justice both to reduce the likelihood of ethical conflicts arising and in dealing with them in the event that they

Recruiting
Assistant for HR
Managers

I learned how to use
Oracle HRMS last year,
and I greatly enjoy the
application. I can easily
access employee
performance and
productivity tracking and
manage payroll
information in a single
program. Even though I've
only been using the
program for the past year,
I've developed a deep
understanding of its

functions so I've become

highly proficient with it."

independently and collaboratively. Excellent time management skills with the ability to assign and delegate tasks. Proficient with Microsoft Office Suite or related software. Excellent organizational skills and attention to detail.

Ability to work both

Does
What behavior have we observed?
What can we imagine them doing?

Frustration, defined as, blocking ongoing goal directed behavior that may operate in a manner similar to provocation and serve both as an instigator and an external justification for violating normative constraint against aggression.

HRs must constantly strive to make the workplace diverse and inclusive because it facilitates enhanced work culture while increasing the efficiency and growth of the organisation. However, ensuring diversity and inclusion is not as easy as it seems. Communication and language barriers, misunderstandings due to cultural gaps, differences in perspectives among employees, and discrimination are the most common obstacles that HRs often encounter while making workplaces more diverse and inclusive.

inevitable in every sphere of life. In the business sector, changes are constantly happening, whether in the form of new competition in the market, new leadership, merger or acquisition of a company, changes in organisational culture, or implementation of new technology. Unfortunately, many employees have a tough time adapting to the changes in the workplace, which eventually impacts their productivity and work efficiency. It also disturbs communication in a workplace, increases employee resistance, and stagnates an organisation's growth.

As they say, change is

Fee

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

