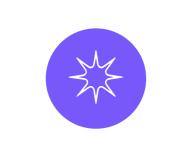


# canvas

Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

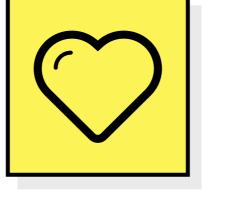
Originally created by Dave Gray at





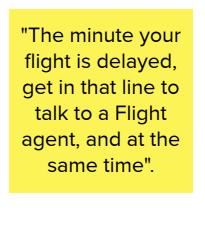
# Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.



## WHO are we empathizing with?

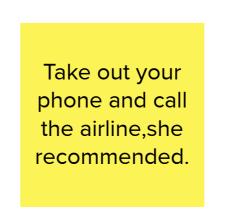
Who is the person we want to understand? What is the situation they are in? What is their role in the situation?



# What do they HEAR?

Analysis of flight delay, therefore, has become a popular research area.

What are they hearing others say? What are they hearing from friends? What are they hearing from colleagues? What are they hearing second-hand?



Various researchers
used different
techniques of
machine learning
and data mining to
conduct the
investigation.

What do they DO?

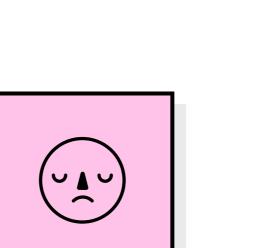
What do they do today?

What behavior have we observed?

What can we imagine them doing?

Fear is an intense biological response to immediate danger, while anxiety is an emotion regarding things we think may happen.

What are their fears, frustrations, and anxieties?



**PAINS** 

Anxious and flightening emotions can feel the same and be easily confused, but when comparing fear Vs anxiety, there are several important differences between the two.

**GOAL** 

What do they THINK and FEEL?

### **GAINS**

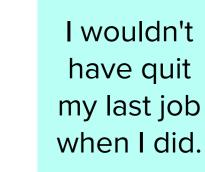
(J.)

What are their wants, needs, hopes, and dreams?

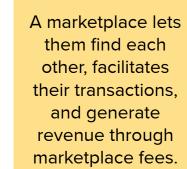


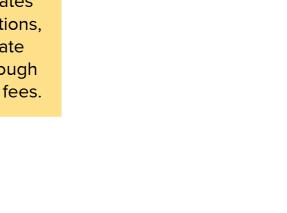
What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?







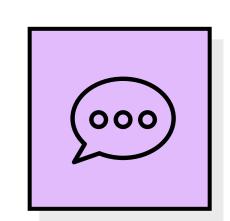






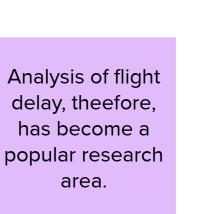
## What do they SEE?

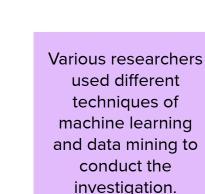
What do they see in the marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and reading?

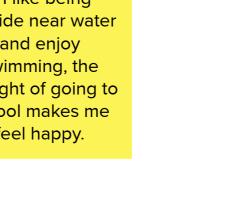


# What do they SAY?

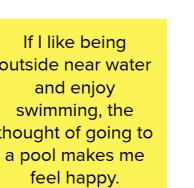
What have we heard them say? What can we magine them saying?

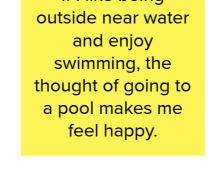


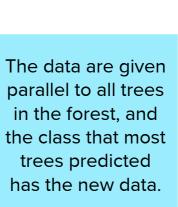


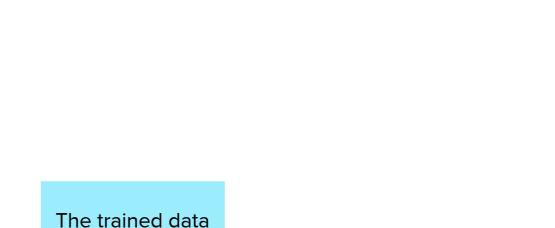


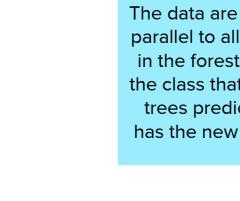
What other thoughts and feelings might influence their behavior?



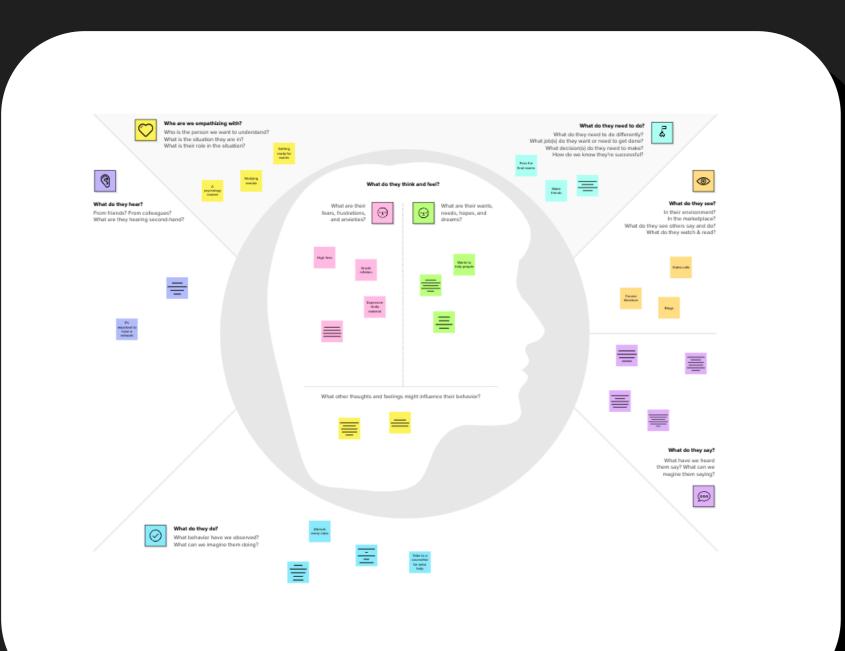












Need some inspiration? See a finished version of this template to kickstart your work.





