

What do they HEAR?

Travellers for the

most part attempt to buy the ticket ahead

of the departure day.

What are they hearing others say?

What are they hearing from friends?

What are they hearing second-hand?

What are they hearing from colleagues?

The buyers would be looking for the

outrageous objective

of the transporters

would be generating more and more

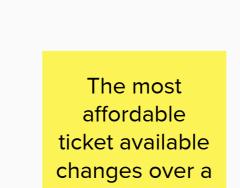
compartable seat.

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?

A person who

already has reserved a ticket for flight realizes how powerfully the prize of the ticket switches.

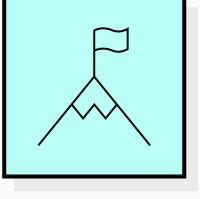


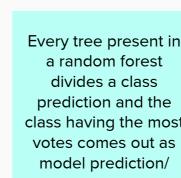
course of time.

GOAL



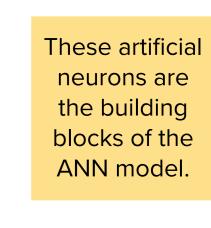
What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?

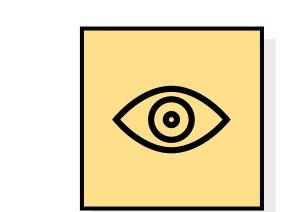




An artificial neural

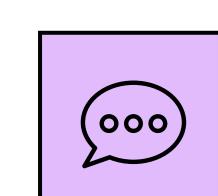
Artificial neurons consists of inputs





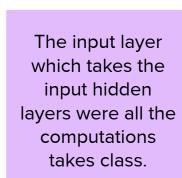


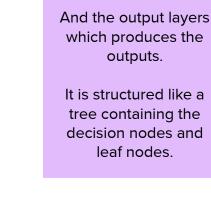
What do they see in the marketplace? What do they see in their immediate environment? What are they watching and reading?



What do they SAY?

What have we heard them say?





What do they THINK and FEEL?

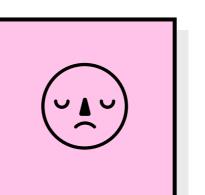
PAINS

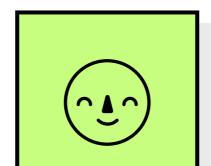
What are their fears, frustrations, and anxieties?

The Expense

of the booking

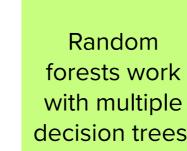
may be far and wide

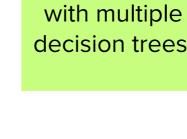


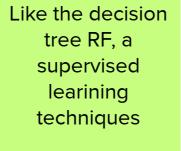


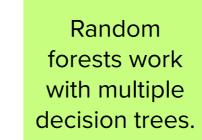
GAINS

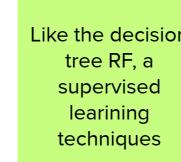
What are their wants,

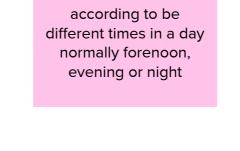








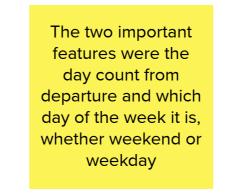


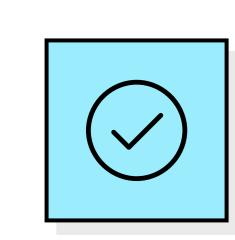


This esteeming technique normally alters the cost

What other thoughts and feelings might influence their behavior?

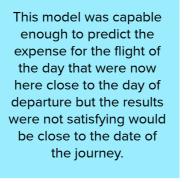


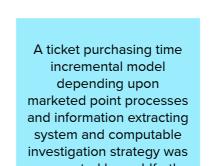


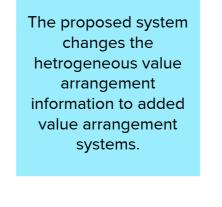


What do they DO?

What do they do today? What behavior have we observed? What can we imagine them doing?

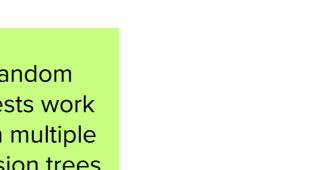


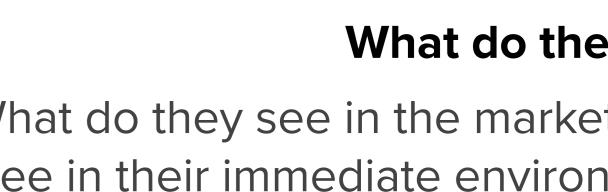




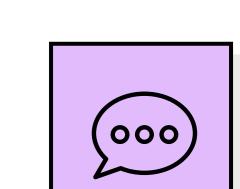


needs, hopes, and dreams?





What do they see others saying and doing?





What can we magine them saying?