**IdeationPhase**
**Empathize&Discover**

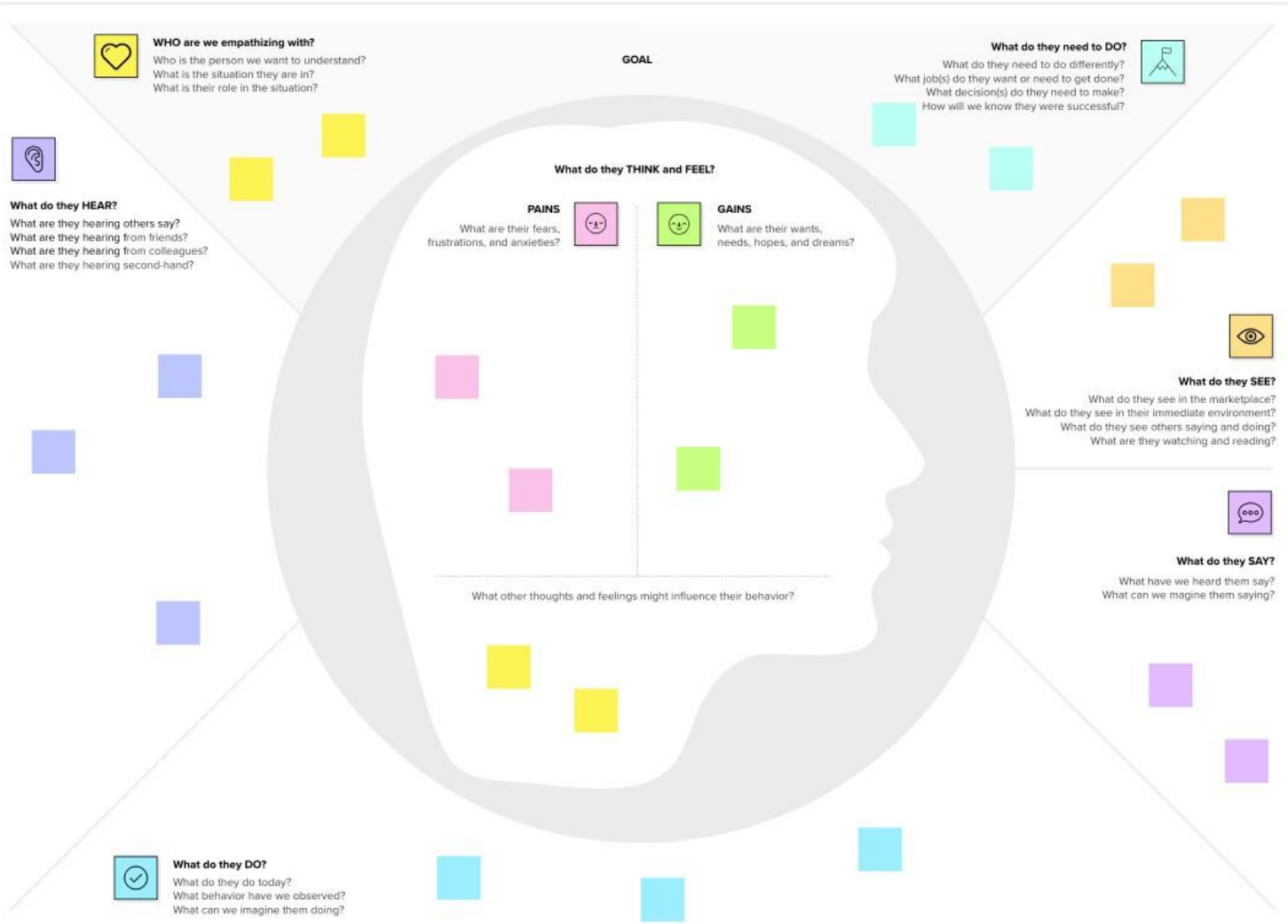
| | |
|---|---|
| **Date** | **28 October 2023** |
| **Team ID** | **NM2023TMID01956** |
| **ProjectName** | **Project–PoweredLibraryManagement** |
| **MaximumMarks** | **4 Marks** |

# Empathy map 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

XPLANE

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**EmpathyMapCanvas:**

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

Itisausefultooltohelpsteamsbetterunderstandtheirusers.
Creatinganeffectivesolutionrequiresunderstandingthetrueproblemandthepersonwhois experiencing it. The exercise of creating the maphelps participants consider thingsfrom the user's perspective along with his or her goals and challen