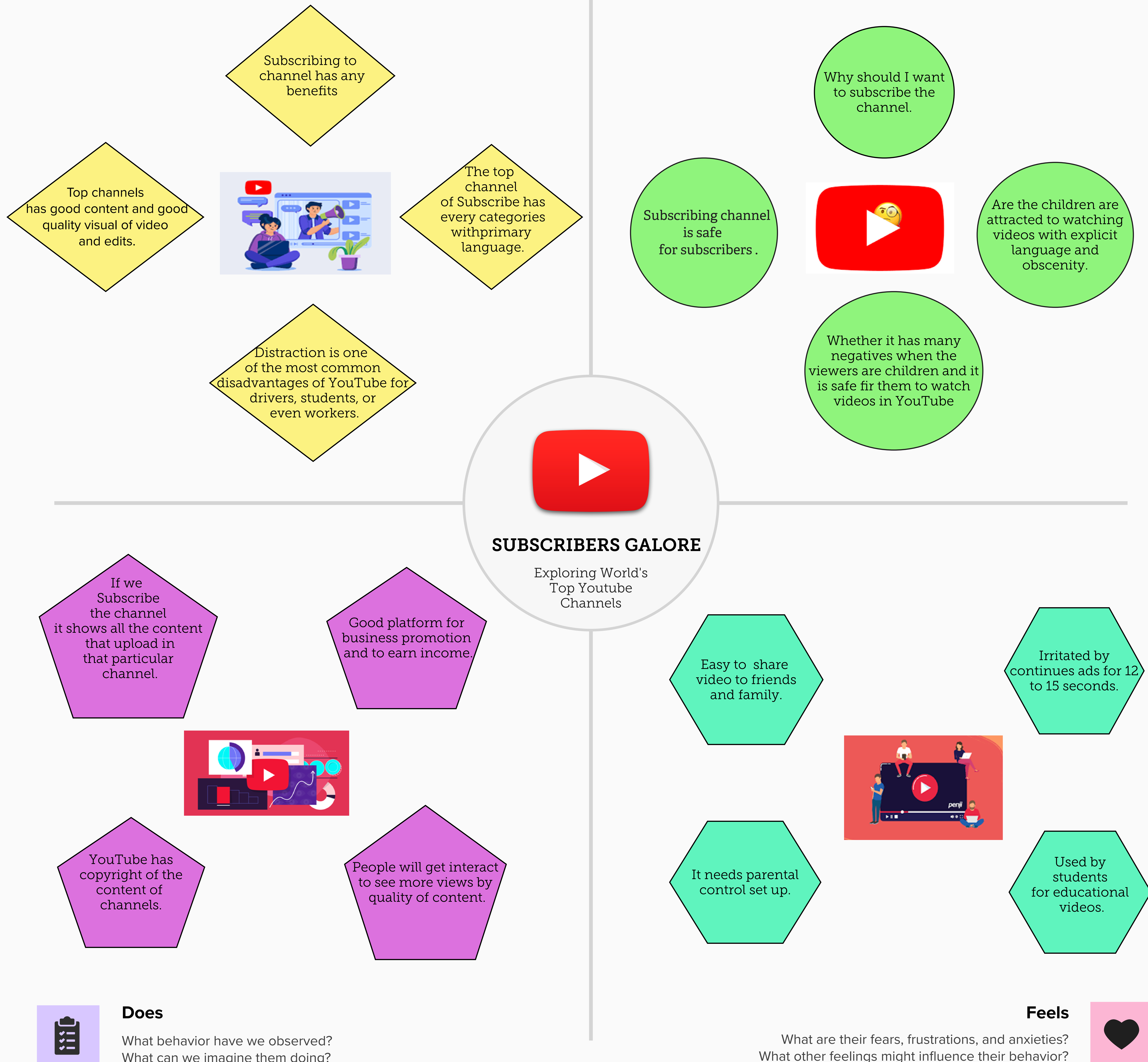




What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



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

