

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

Students should be allowed tofreely explore

Learn by doing a complete project

Parents are best teachers

Explain approches creatively and in fun manner

What is important to industry should be taught

Can manage to get a job even if he falls short of required skills

#### Thinks

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

Learn one skill to the fallest and get an overview of other skills

Long lessons are boring .Short lessons keep the stuents engaged more

A CRM APPLICATIONS FOR SCHOOLS/COLLEGES



Visually inspire and teach /show and toll

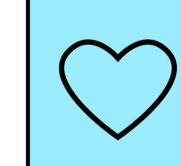
Genuine feedback on students work enhances quality

Many university
courses at
maters level are
a repeat of
bacholer level
courses

Knowledge sharing is more in a collabrate environment

### Does

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



Internships give
a fair idea about
the job and
office culture to
students

Many students are unaware of what skills an industry is looking for

Startups and small companies give good scope to learn and experiment

Students often fail to relate theory to realtime implementations

## Feels

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

