



Says

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



Thinks

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



It will
reduce the
burden of
HR

Help for
recruiters

To get
stuffed
human for
assistant

Knowledge

Skills for
identifying
persons

Communication
skills

Frustrations

Working
consciously

Time
management

Good
Behaviour
among
candidates

Happy

Brave to
face



Does

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



Feels

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

 [See an example](#)