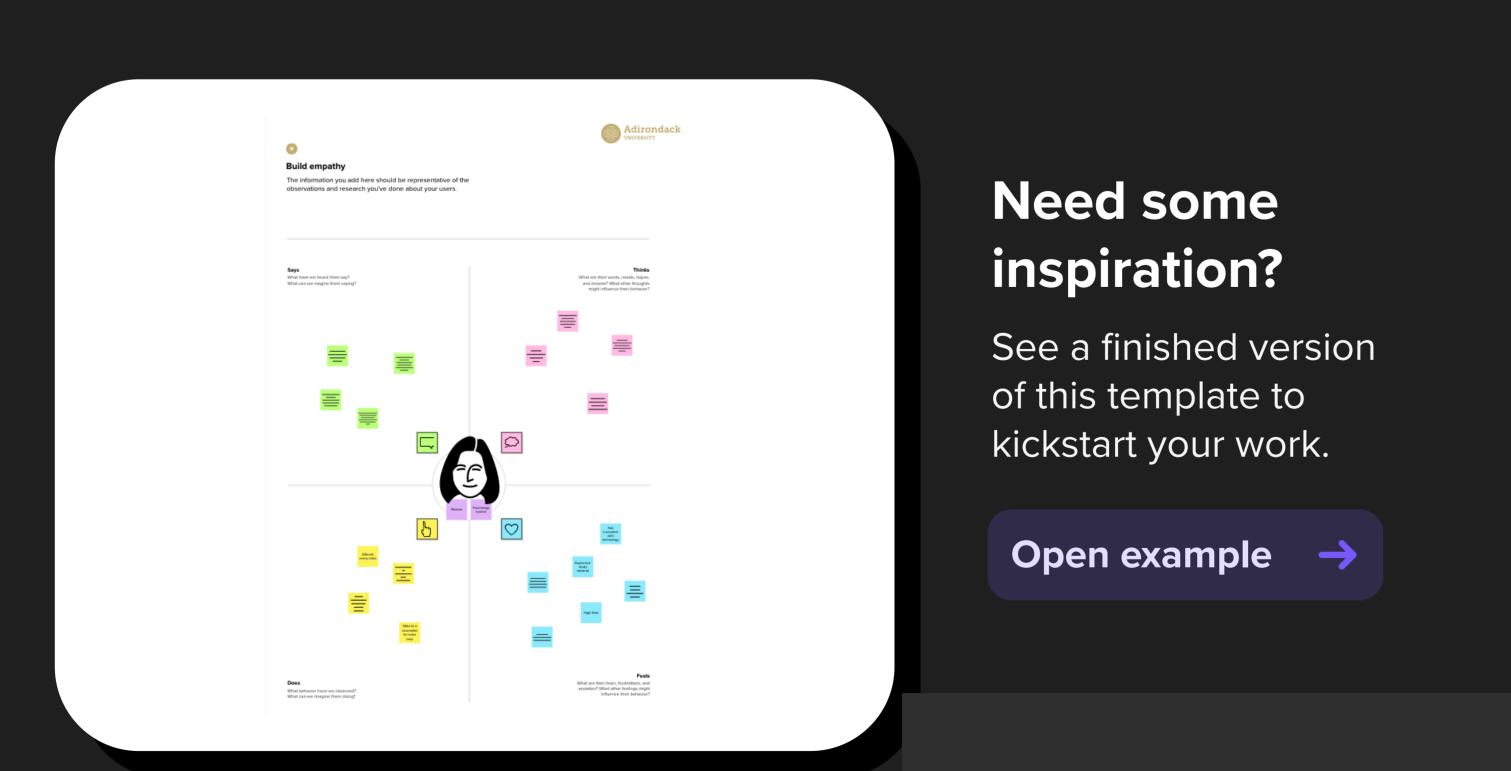


Empathy map

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.

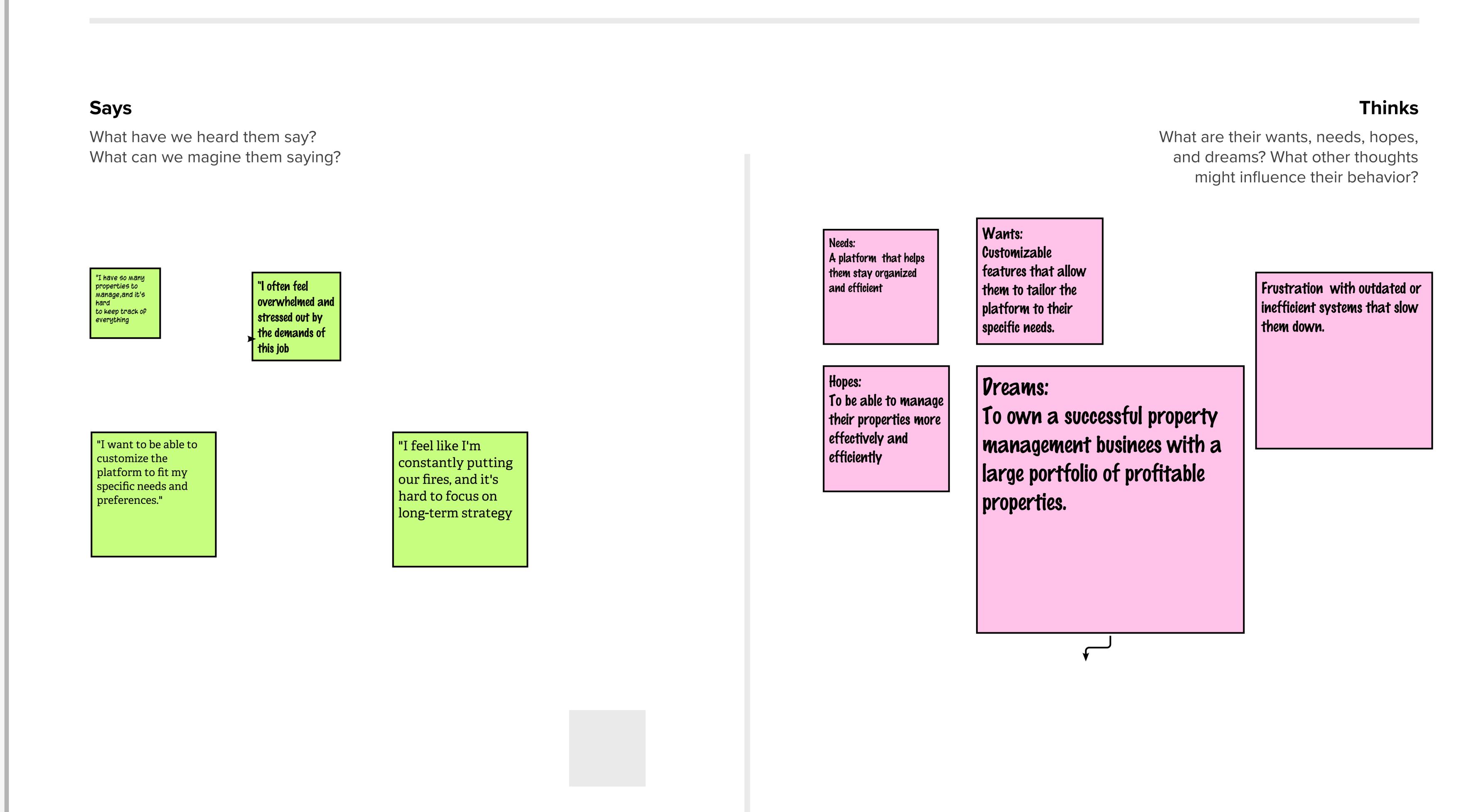
Share template feedback





Build empathy

The information you add here should be representative of the observations and research you've done about your users.



Propert manageme nt application

Keeping up with industry trends and best practices.

Does

What behavior have we observed?

What can we imagine them doing?

Prioritizing urgent matters over less pressing ones.

Automating routine tasks to save time and reduce costs.

damage to their reputation

Fear of negative

reviews or

Confidence in their abilities and experties.

Anxiousness about tenant disputes or property damage

Empathy towards tenants and their living situations

Feels

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

