

Says

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

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



"This business card looks professional and welldesigned."

"I like the font and color choices on this card."

"Is this person a potential business contact or partner?"

"I should check out their website to learn more about their services."

Thinks

"I wonder how I can contact this person."

"The information on this card is clear and concise.""The information on this card is clear and concise."

"Having a welldesigned business card like this reflects positively on their professionalism."

"I'll keep this card handy in case I need their services."

Type your heading...

Team XII

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Picks up the business card and examines it closely.

Impressed by the professionalism and design of the business card.

Curious and interested in learning more about the person or business.

Reads the information on the card, such as name, contact details, and job title.

May store the card in a wallet, purse, or business card holder.

Generally positive about the interaction with the cardholder.

Confident that they have a reliable contact option if needed

Does

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



See an example

Feels

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

