

Ideation Phase

Empathize & Discover

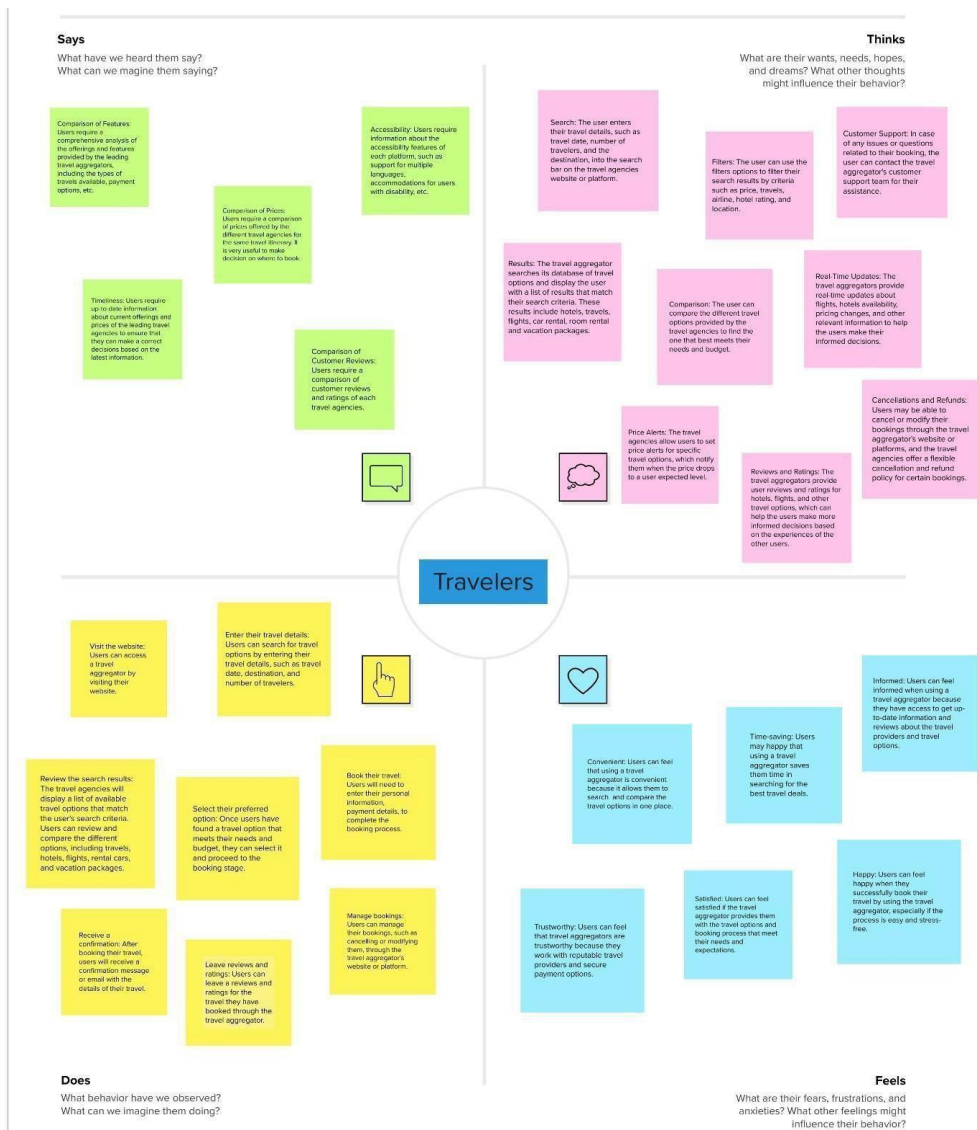
Date	03 October 2023
Team ID	NM2023TMID07231
Project Name	Analysing The Performance & Efficiency of The Radisson Hotels
Maximum Marks	4 Marks

Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to helps teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from



the user's perspective along with his or her goals and challenges.