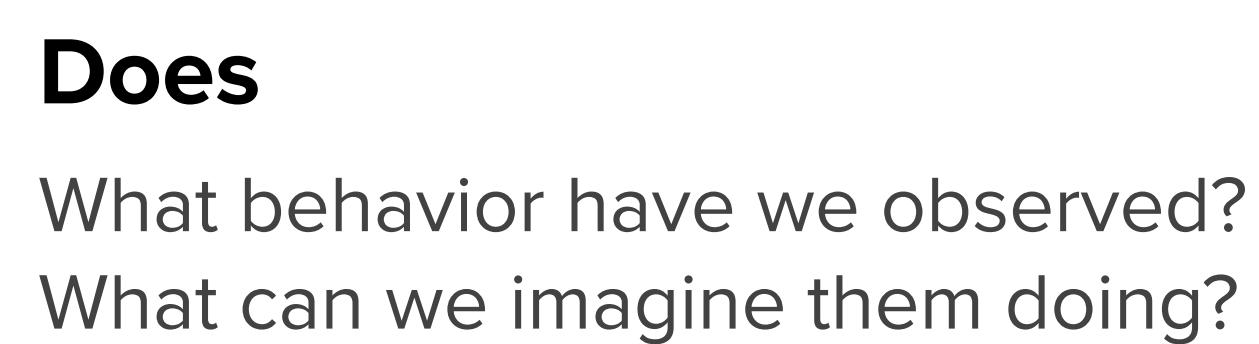


What have we heard them say?
What can we imagine them
saying?

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



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