



**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?

Does not  
have too  
many  
friends

Does not  
Most  
friends are  
not  
sociable

Parents are vocal  
about her  
accomplishments

Sees  
smiles and  
fist bumps

Uses cell  
phones for  
directions and  
has assistance  
in school

Access to  
different  
venues and  
ethnicities



Free  
medical  
service

free  
testing

explain the  
problem  
details

offers  
walk-in  
services

accepts  
new  
patients

family  
medicine



**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?