



**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?

WHAT AM MISSING

I WANT SOMETHING  
WHAT TO THING

WHAT ELS AM I MISSING

WHY IS THIS SO HARD

WHERE SHOULD I START

I WAS EXCEPT SOMETHING  
DIFFERTANT

MAYBE ISNT THE BEST

TOMANY ACRONYMS



**DIVYA'S TEAM**  
Racisicm (cv)

MISSED PROESE / CONS

OVERWHELMED

EXCITED

CHECK THE WEBSIT

MORE RESEARCH

FEAR

ANALYSIS

ASK FRIENDS



**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?