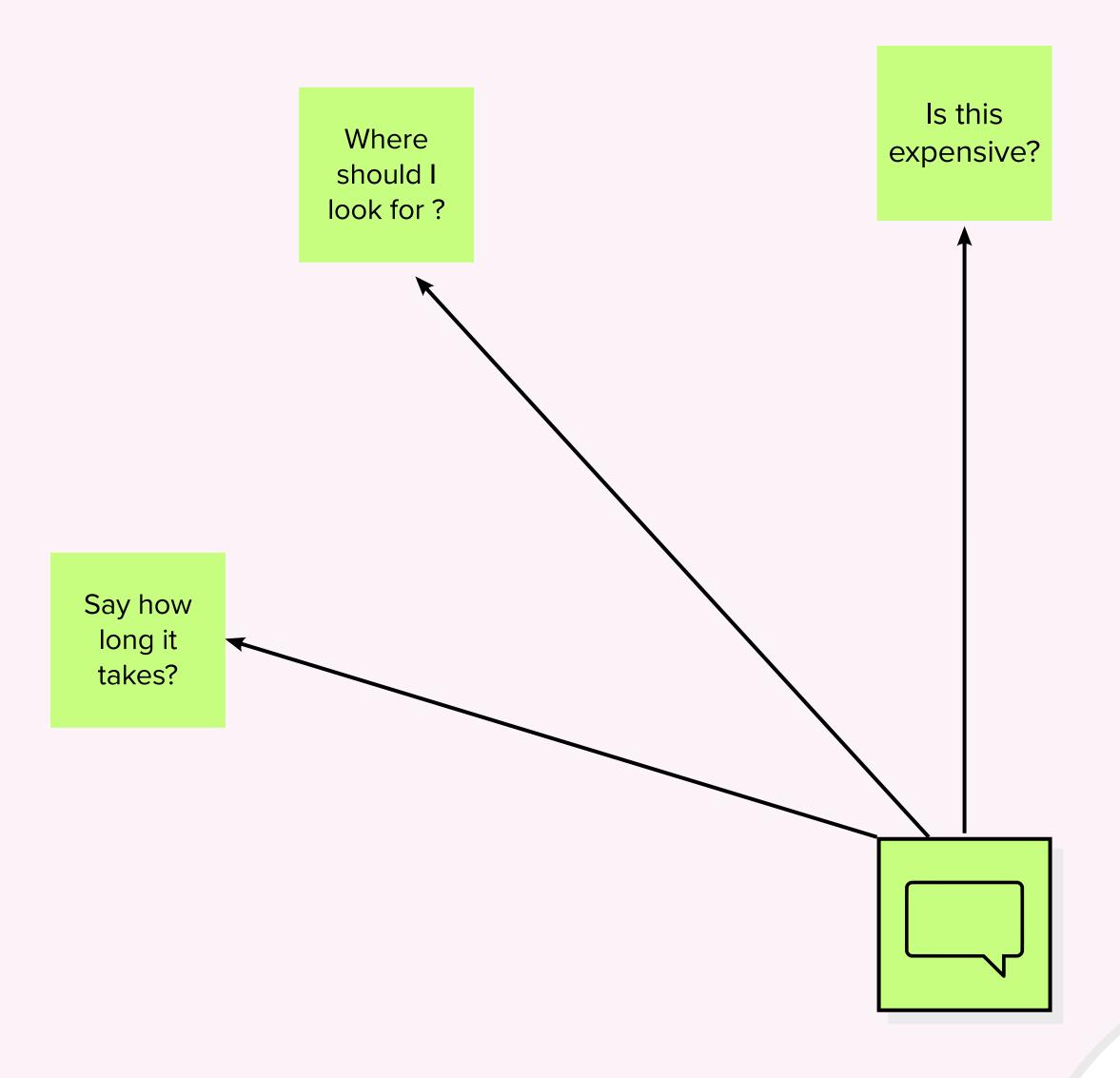


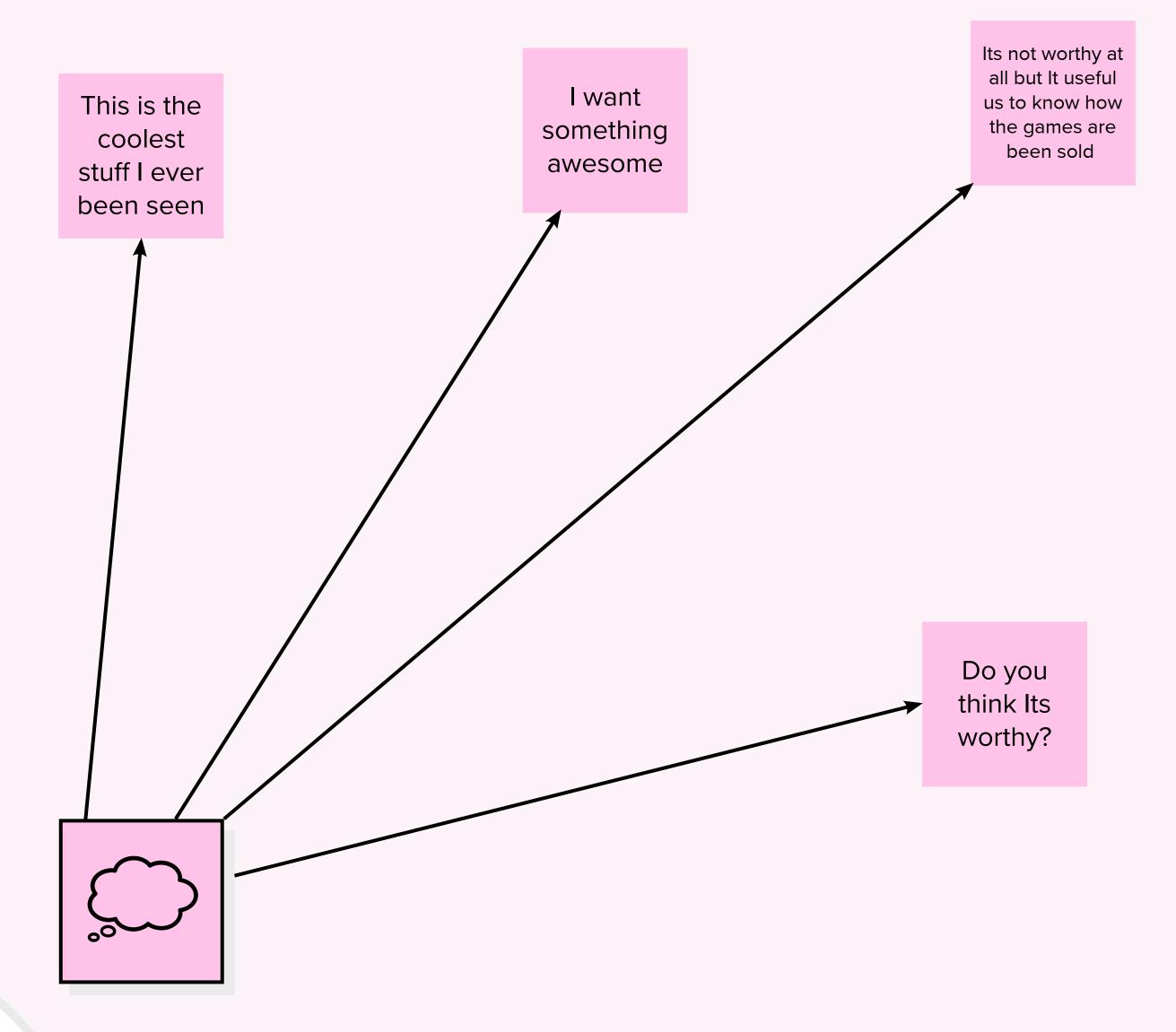
Says

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

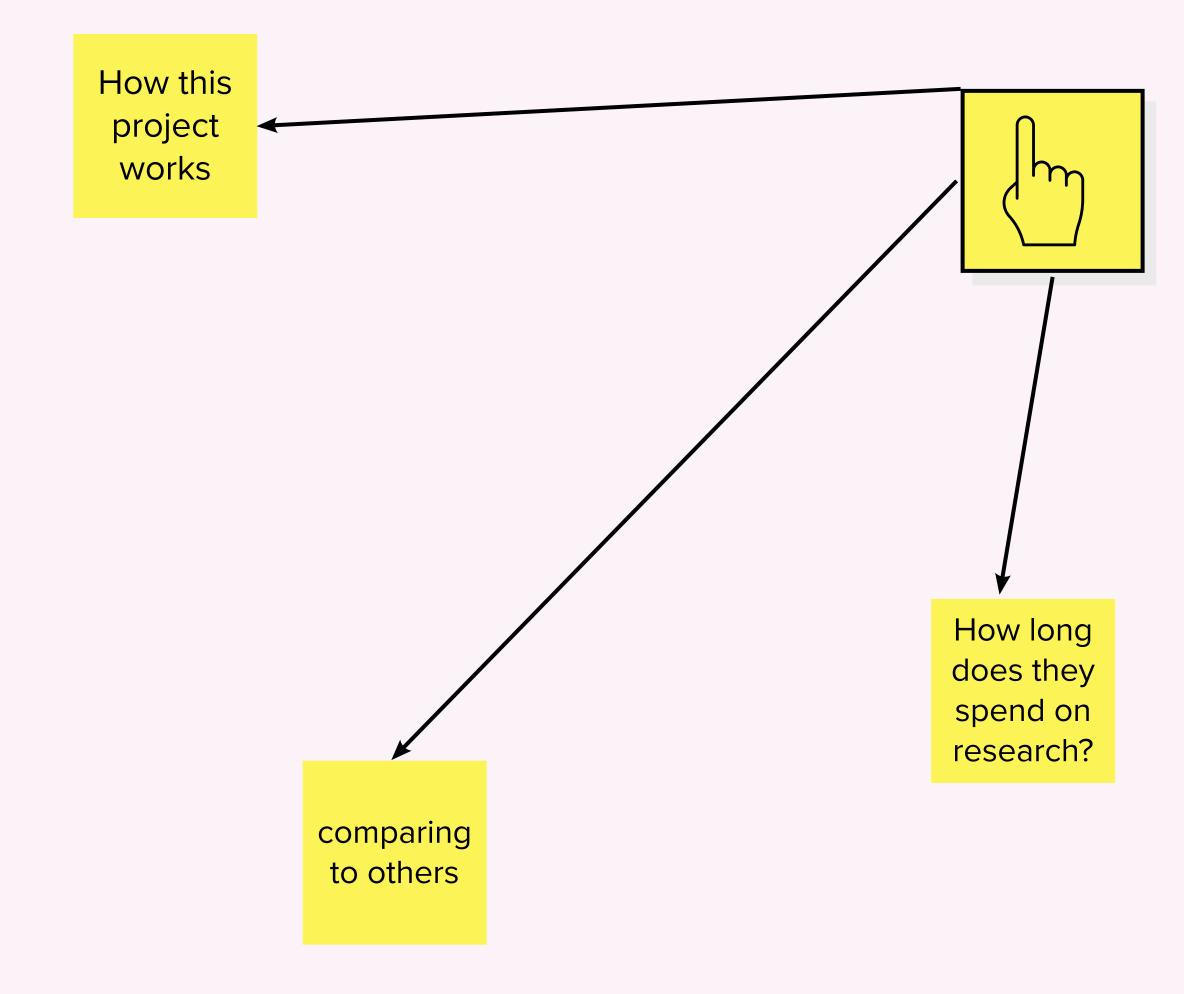
Thinks What are their wants, needs, hopes, and dreams? What other thoughts

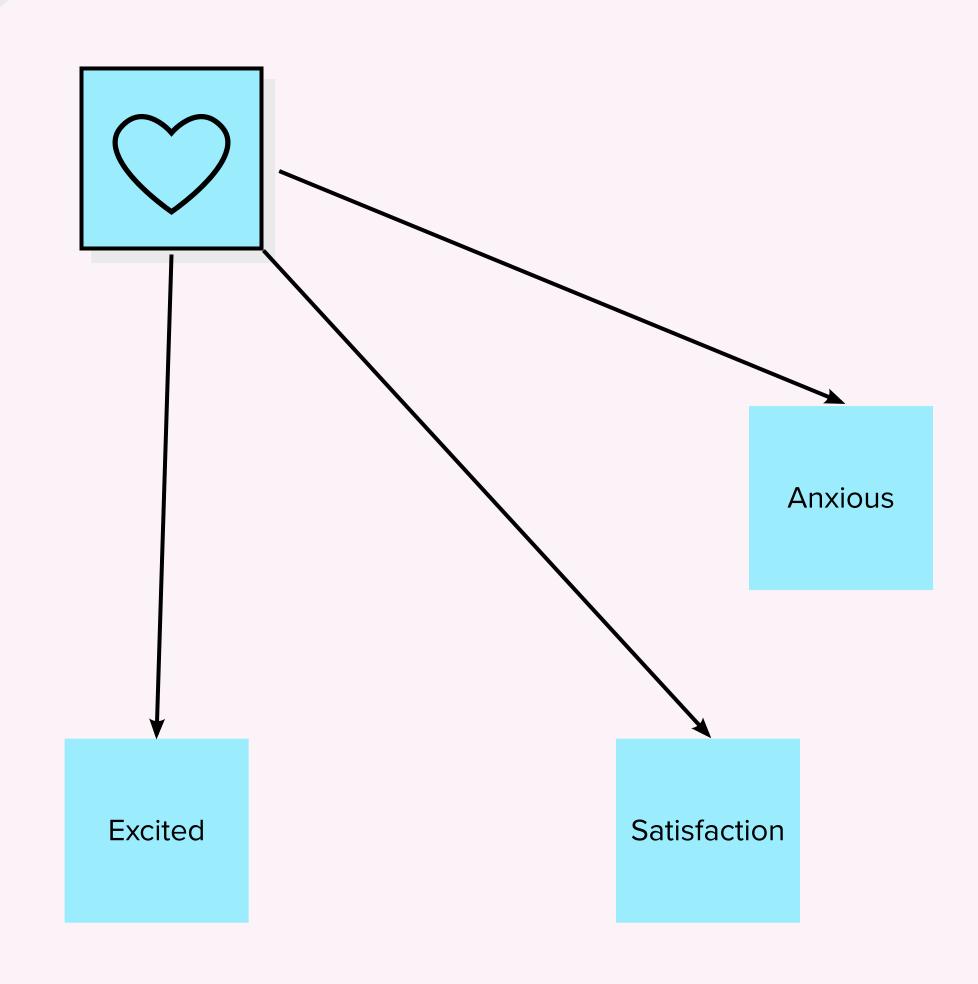
might influence their behavior?





Uncovering The
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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?