

**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?

*Themed Tours*

Sustainable Travel

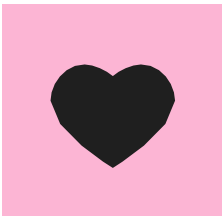
Local  
Experiences

Sustainable Travel

preparation & maintaince of  
zohobooks for travel tax tans  
A.HARISH(4/12/2003)  
KALLANAI SURYA  
AKASH  
CHANDRU

**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?



[See an example](#)

