



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?



I hope the flight is on time.

"I hope there's no trouble."

"I'm so excited to go on vacation!"

"I'm nervous about flying".

"I wonder if my luggage will make it to the destination."

"I hope I don't forget anything important."

Packs their bags.

Checks in at the airport.

Excited about the journey.

Boards the plane.

Anxious about flying.

Relieved when the plane lands safely.



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?