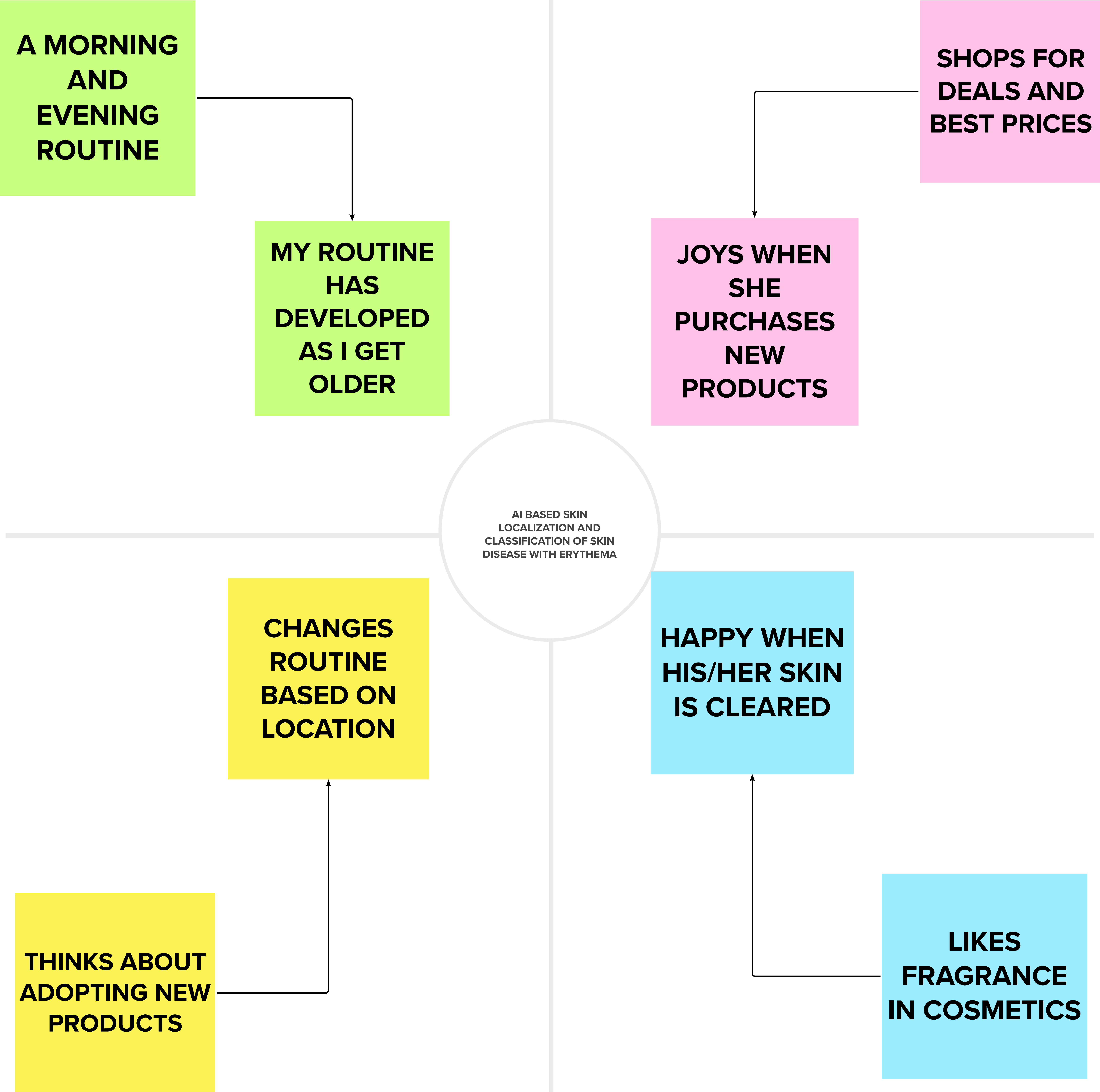


**Says**  
What have we heard them say?  
What can we magine them saying?

**Thinks**  
What are their wants, needs, hopes,  
and dreams? What other thoughts  
might influence their behavior?



**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?