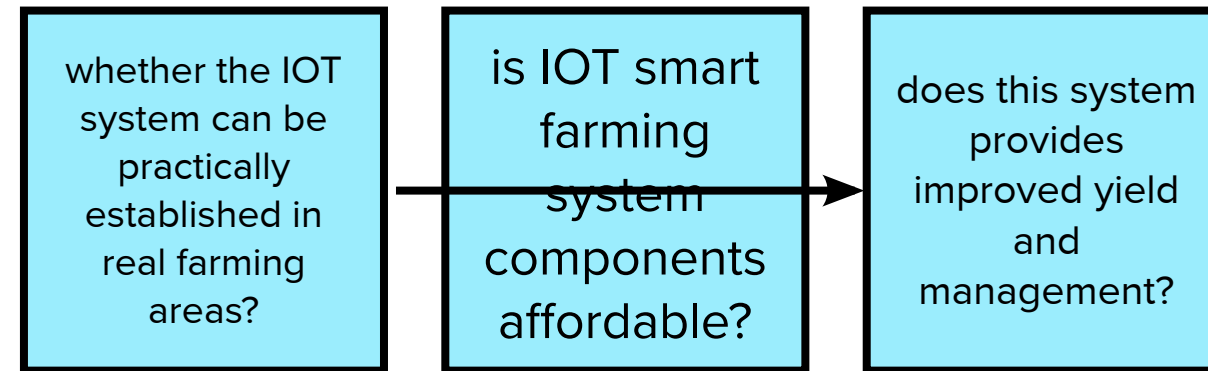


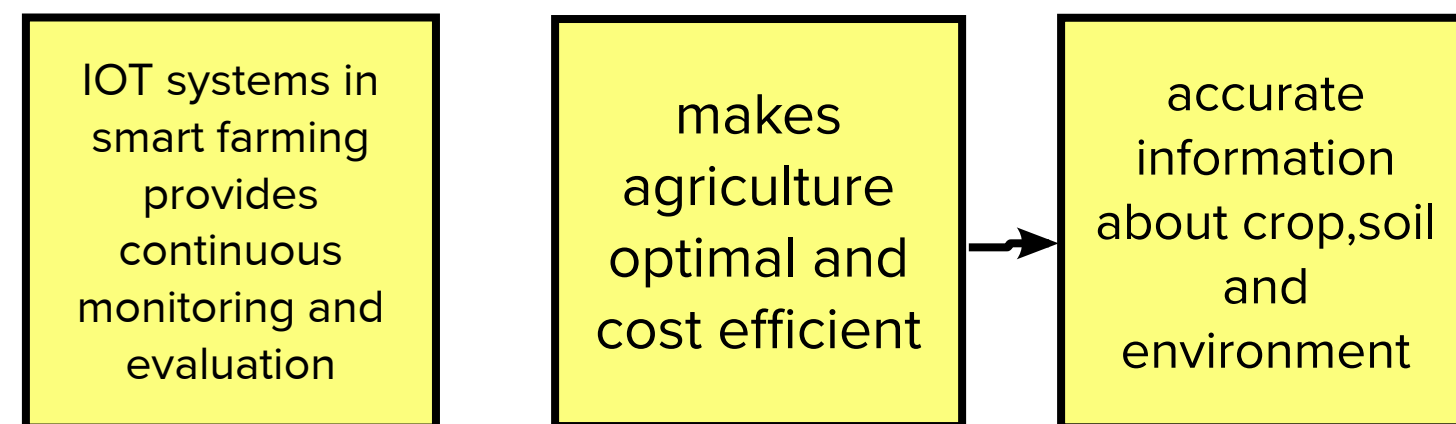
What do they THINK AND FEEL?

what really counts
major preoccupations
worries & aspirations



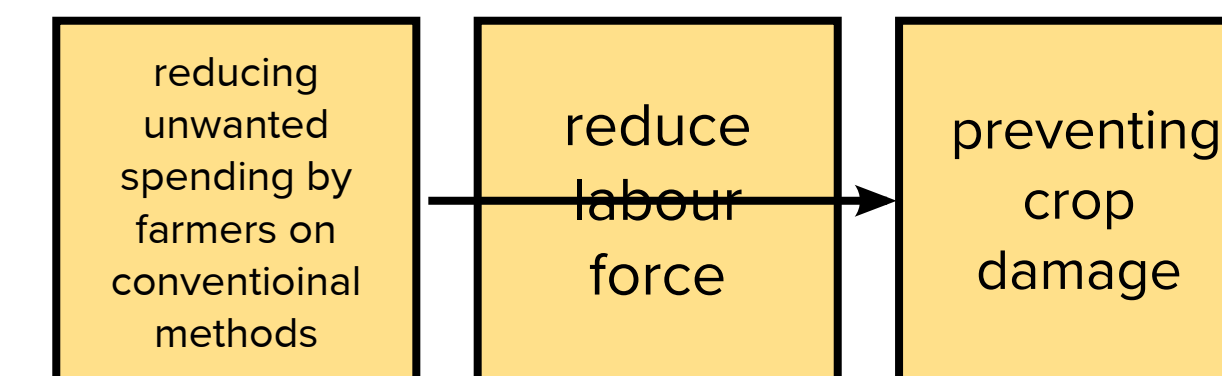
What do they HEAR?

what friends say
what boss say
what influencers say



What do they SEE?

environment
friends
what the market offers



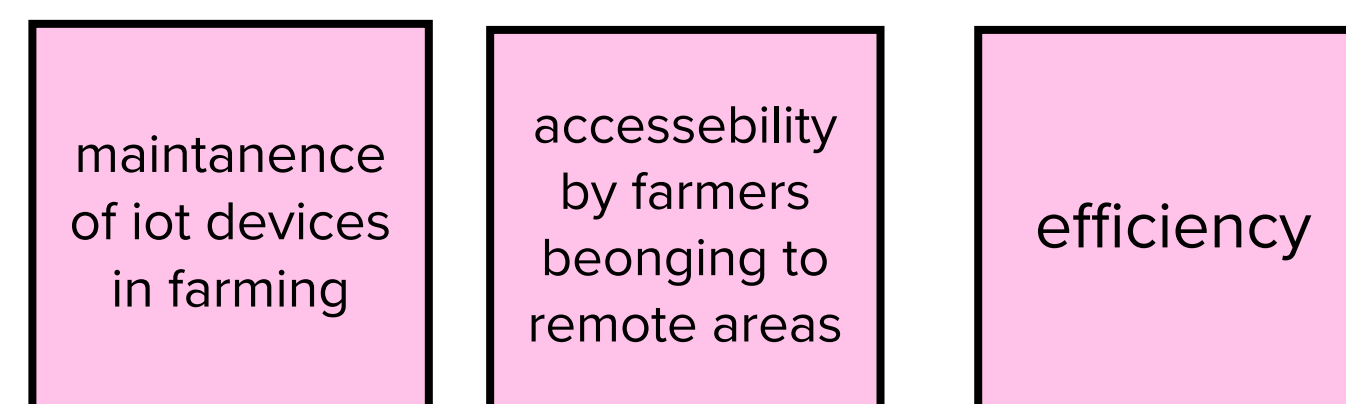
What do they SAY AND DO?

attitude in public
appearance
behavior towards others



PAIN

fears
frustrations
obstacles



GAIN

"wants" / needs
measures of success
obstacles

