

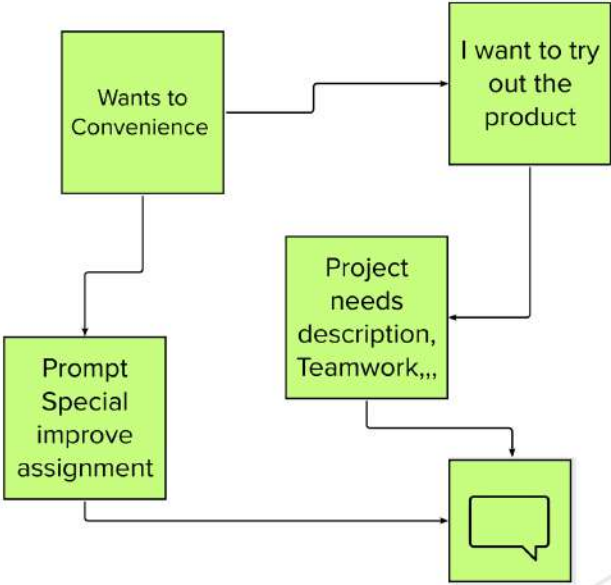


AI Empathy Map

I have come across a few different forms for Empathy Mapping, but I feel that the following components are most helpful.

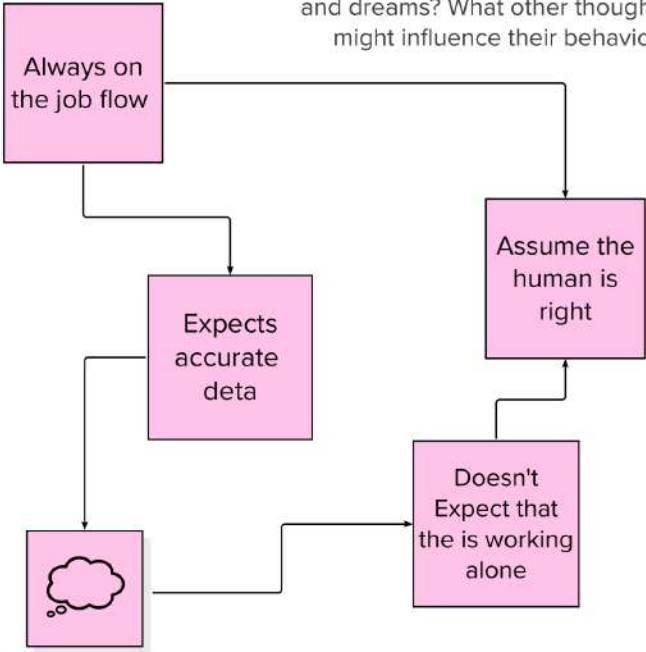
Says

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



Thinks

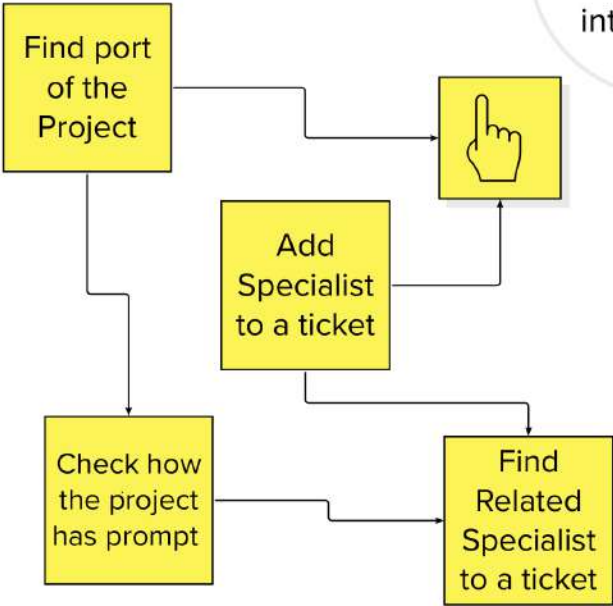
What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?



Artificial intelligence

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?

