Team ID-PNT2022TMID14654
Project-Hazardous Area Monitoring For Industrial Plant Powered By IOT

EMPATHY MAP

Identifying stakeholder behaviour

Project name:		Stakeholder:		Day	Month	Year
Designed for:		Designed by:		Version	

what does (s)he

THINK & FEEL?

What really counts
Major preoccupations
Worries & aspirations

people need to have a growth mindset to be creative

business needs cramps space for creativity and innovation

i feel very vulnerable when i call the help center

A bit of a free spirit

But they are very complex and and not feasible due to regulation

solution to that problem are not easy

information from monitoring experts

people's Great reaction

what does (s)he

SAY & DO?

Attitude in public
Appearance
Behaviour towards others

i am very much into experiments

"I'm proud of my own project

PAINS

fears
frustrations
obstacles

Time consuming

Frustrations unstill finish our task's

GAINS

"wants"/needs
measures of success
obstacles

New learning experiment

More connection due to the community

Designed by
EVENT DESIGN collective
2018 EVENT DESIGN COLLECTIVE GMBH

version 20180621
Source: adapted from XPLANE