

## Ideation Phase

### Empathize & Discover

Date	24 September 2022
Team ID	PNT2022TMID13523
Project Name	Analytics For Hospitals Healthcare Data
Maximum Marks	4 Marks

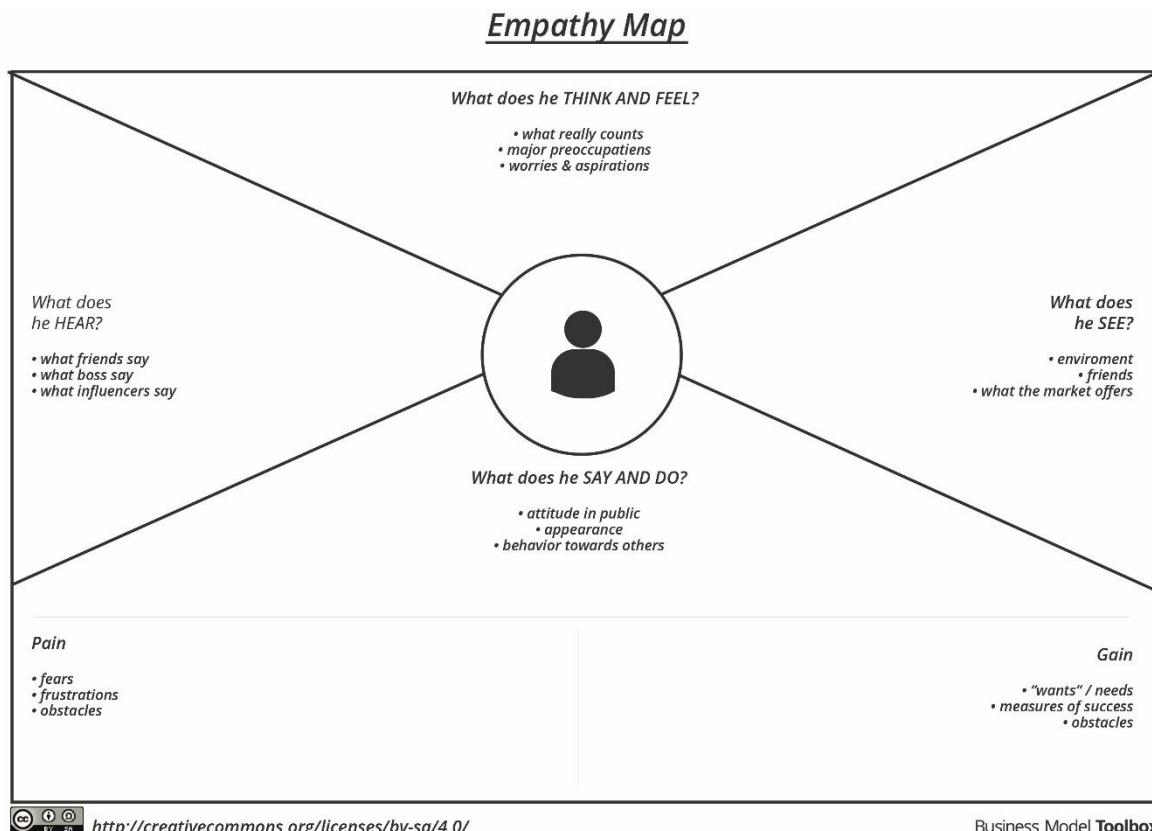
#### **Empathy Map Canvas:**

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to helps teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

#### **Example:**



#### **Reference:**

<https://app.mural.co/t/thiruveni6684/m/thiruveni6684/1663828333678/ce886a6d32bcc1fc84d3b43be38c9fcd59b6a7a0?sender=uae83de0b6881a8b180d75529>

## Example: – Analytics For Hospitals Healthcare Data

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# Empathy Map Canvas

Gain insight and understanding on solving customer problems.

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Build empathy and keep your focus on the user by putting yourself in their shoes.

