

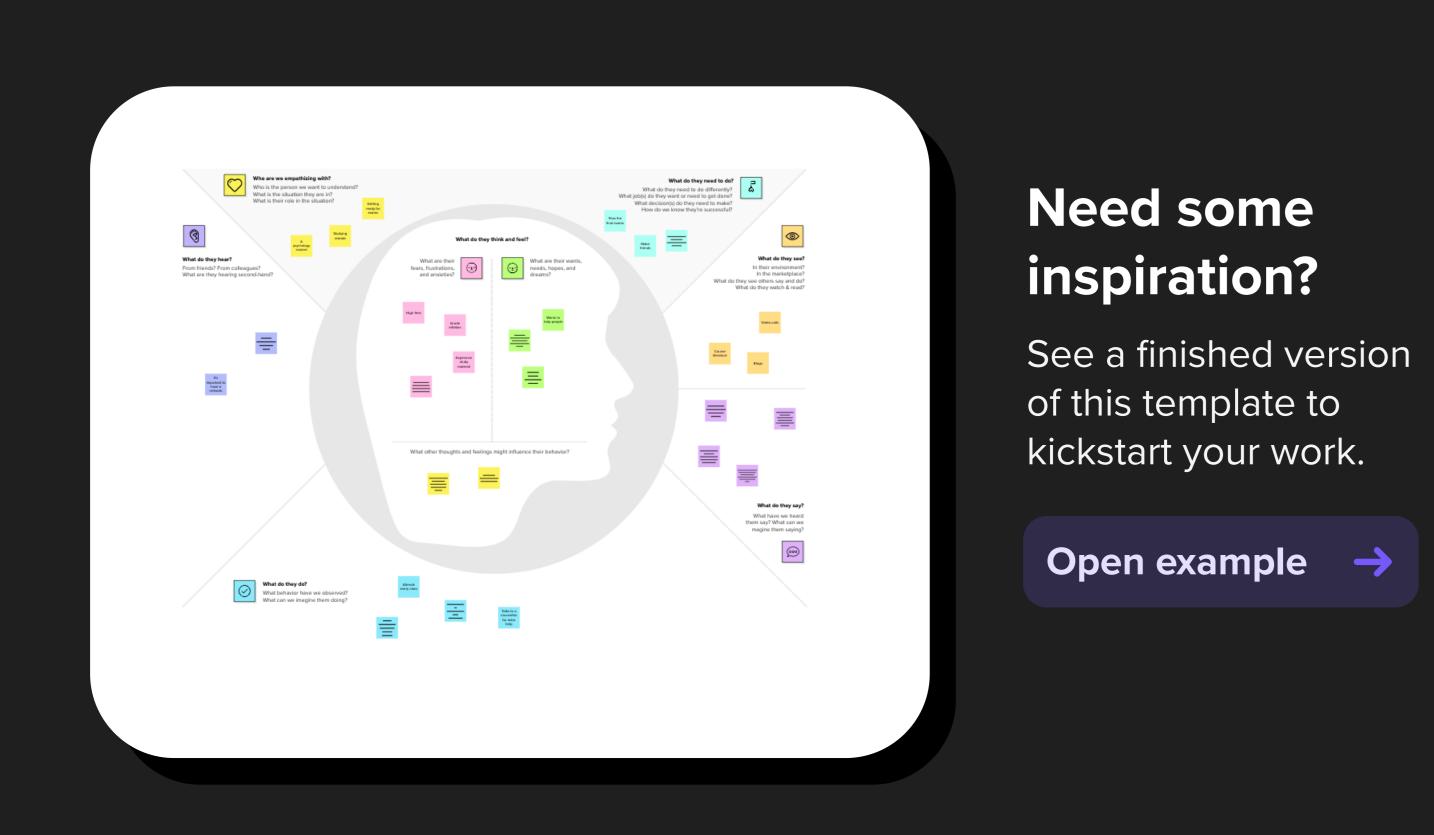
## canvas

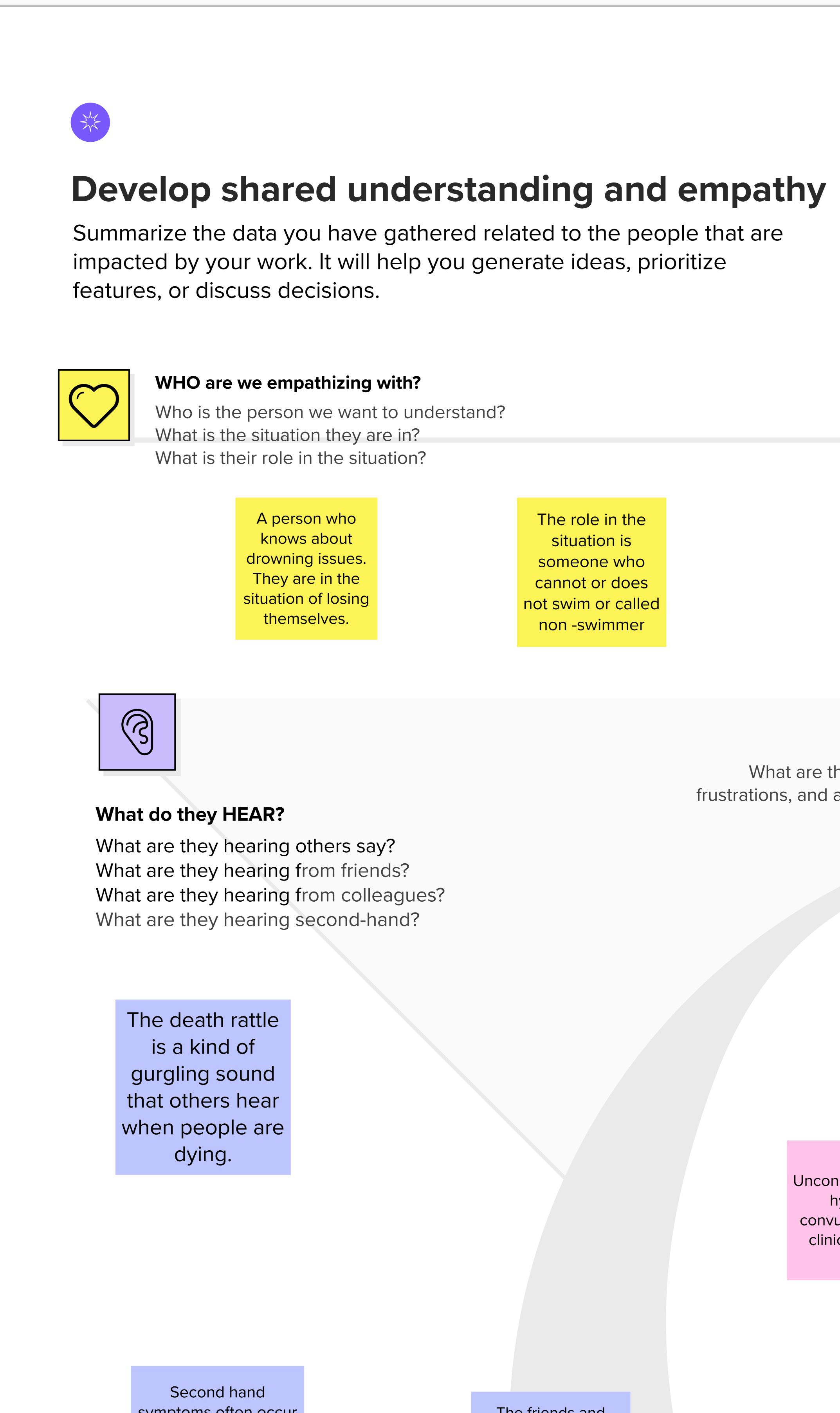
Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

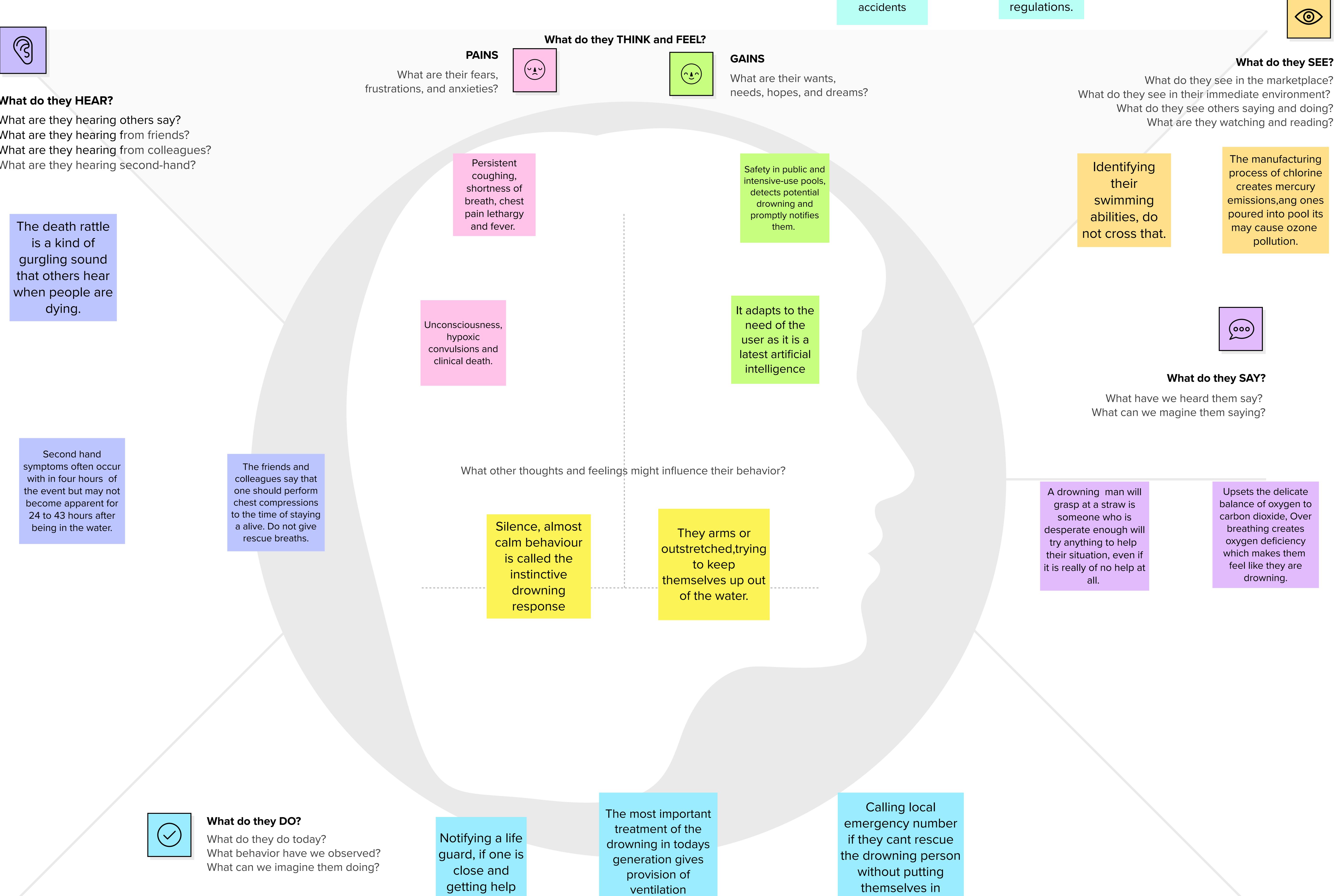
Originally created by Dave Gray at



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**GOAL** 

What do they need to DO?

Giving advice

on water

safety and

enforcing pool

What do they need to do differently?

What decision(s) do they need to make?

How will we know they were successful?

What job(s) do they want or need to get done?

Supervising

swimmers,

spotting hazards

and preventing

danger.