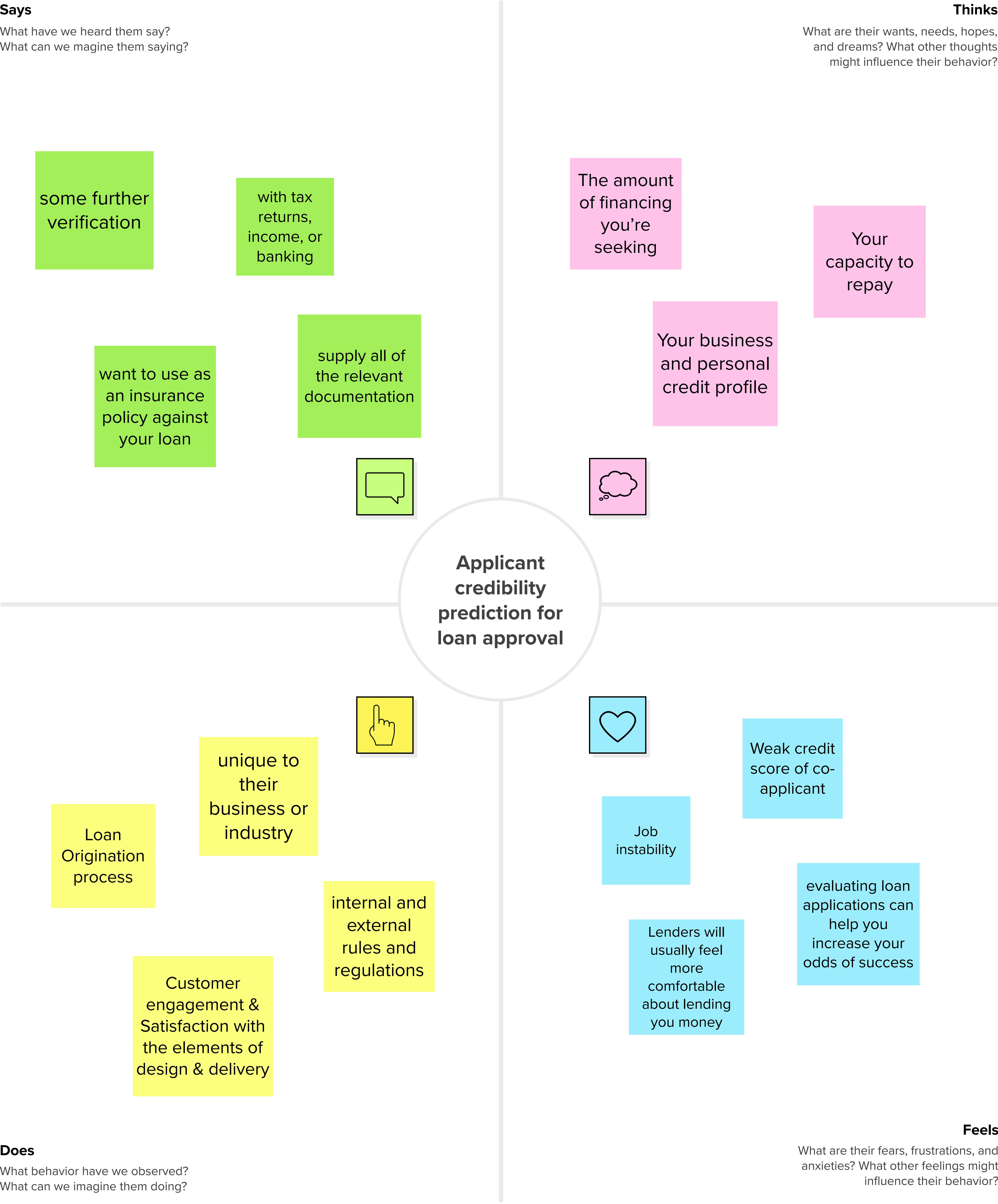


Says

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

Thinks

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



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?