



Empathy map 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



DATE

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TEAM ID

PNT2022TMID17652

PROJECT

Industry-specific intelligent fire management system



Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.

