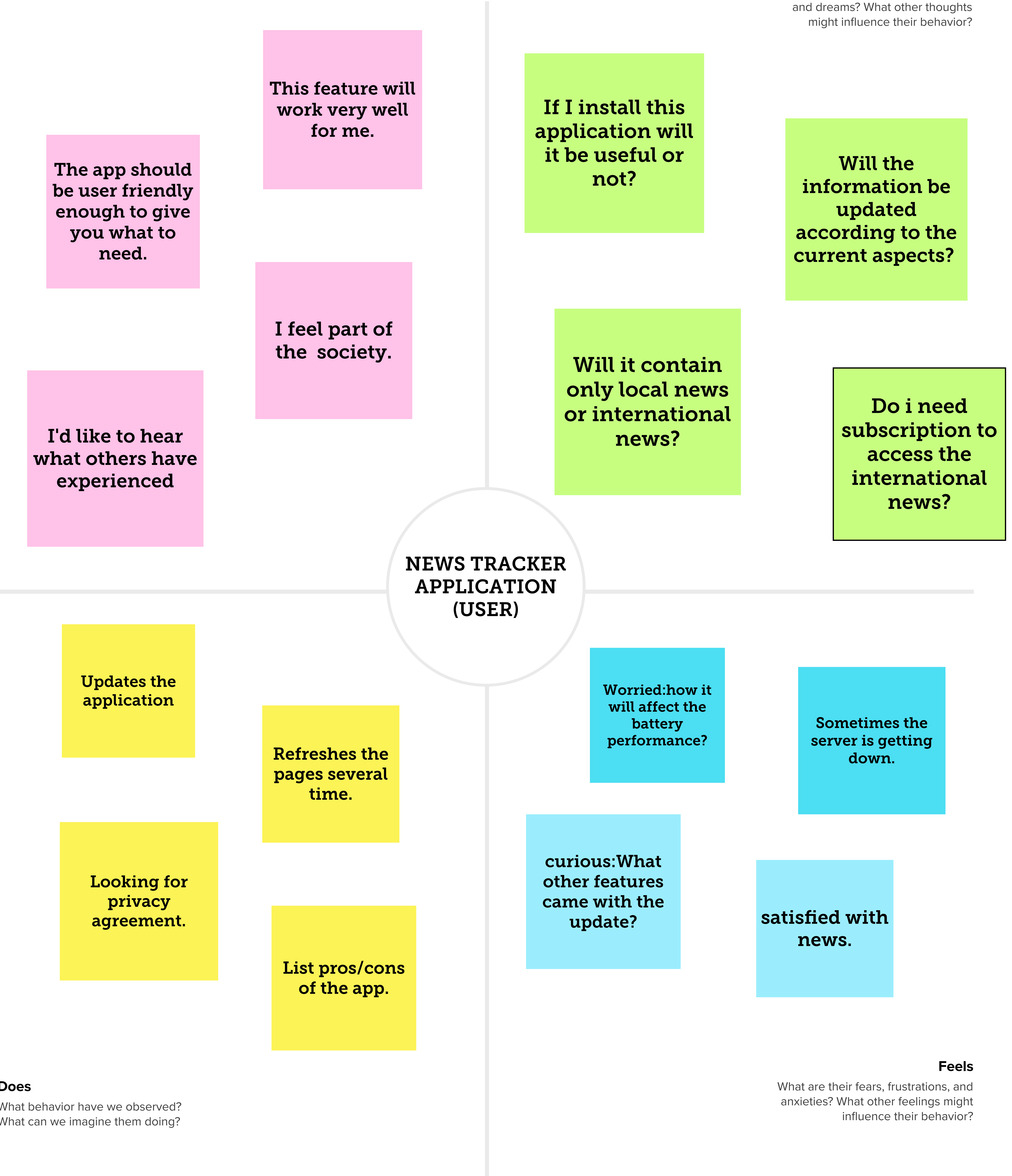


Says
What have we heard them say?
What can we imagine them saying?

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?