

## 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

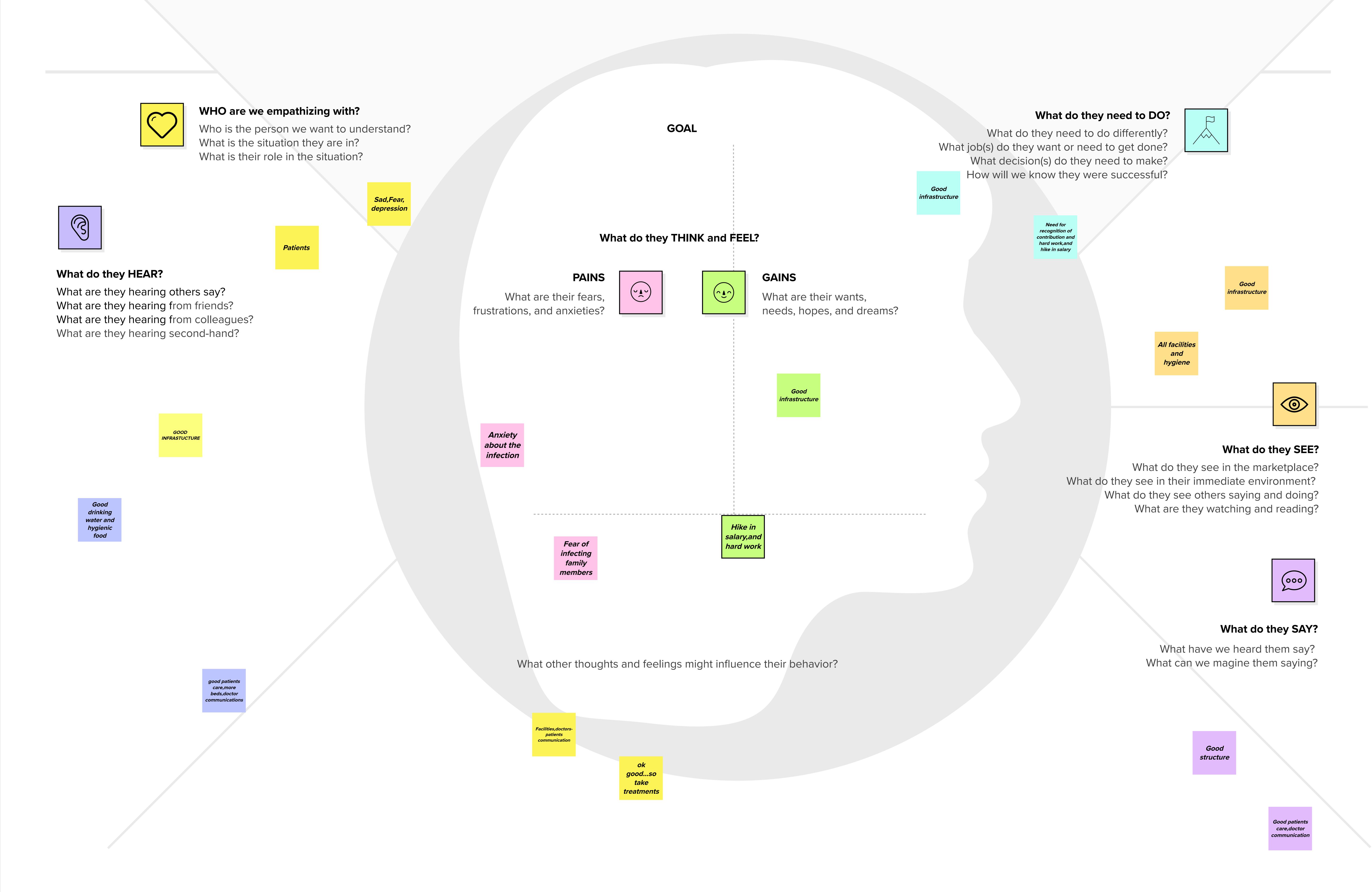


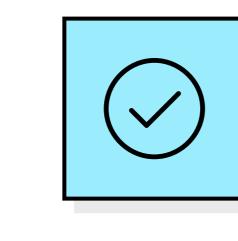


## Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by warm wards It will halm war arabarata idaaa 'ariariti-a

features, or a.





What behavior have we observed? What can we imagine them doing?





