



Says

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

Suffer lot with GST

Complete the work with digitalization

Design a new technology



Thinks

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

Profit and loss to the company

More competitor's to face.

To execute their project at right time.



Tech Pro Solutions
IT Company

Transform data and information into knowledge that people use every day

To deliver the import and export the business people at a right time.

Helps boost productivity and efficiency.

To gain more income.

Is constructive (Not critical)

Stay focused on the problem rather than the person.



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?