



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?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?



Does

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

[See an example](#)



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Looking for food that matchs interest

i could not find food that i want

I do not have enough case with me right now

Driver does not have enoughchanges

I am hungry but i do not have time to go down stairs