



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?

Air Transportation

Create a checklist on or before arriving airport

Influence

If you reach the airport 3 hours before boarding, it will be easy to verify your details

Security, Threats

Wants: Lands, Technicians.

Needs : Fuels, passengers, etc.

Hopes : Complete a good journey.


Dreams : Strengthen connection between two countries.

Influence II

Infrastructure, Time, cost

Influence I

Physical capacity, Network connectivity, Competting Airports.



P.Jothi
P.Abinaya
S.Jamuna
M.Krishna Veni

The M.D.T Hindu College

Allows the transfer of people for various reason

Trust

Imagine

They help us to cross over the nation easily

Fears : Mechanical failures etc.

Frustrations : Poor climate, Network issue etc.

Feelings

Pilot's emotional decision making

Anxieties

Unstable climatic condition, terrorism, crashes,etc..



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?