

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.



Thinks

perfect

skills

What are their fears, frustrations, and

anxieties? What other feelings might

influence their behavior?

Feels

Build empathy

Does

What behavior have we observed?

What can we imagine them doing?





