

Empathy Map

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| <p>SAYS</p> <p>They haven't got back to me yet about the project. It's looking like they aren't interested</p> | <p>THINKS</p> <p>that because the customer hasn't been in touch at all that they are being rejected for the job</p> |
| <p>DOES</p> <p>Sits on ass and waits for the phone to ring</p> | <p>FEELS</p> <p>Rejected, slighted as if they were personally rejected because the customer hasn't gotten back to them</p> |