

## 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?

Note the specific words, pharases uesed to express thoughts

Note the words uses to expess therir thoughts in products

Messages to your persona uses opinion regarding bands.

Understand
your thinking
such as goals
and disire and
pain

Understand what your persona is thinking.

Analysis the thinking capasity of points related to your brand



Describe the actions and behaviours

Destribe the actions from throughtout their journey with bands.

From inital interest to engagement, purchhase

Consider the emotions of your persona exxpriences.

Consider the emotions by thoughts and opinions

Consider the emotions of your band such as satisfaction.

## Wh

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?



