



**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?



Techpro Solutions



**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?

I am truly amazed

Session is very interesting

Advisor was helpful

You're really good

Reduce the possibility of misdiagnosis

Greater assessment of non-verbal cues

The tasks they evade and the tasks they prefer

ability to persist

Enjoyed

Sustain attention to difficult tasks

Better morale

Fresh