

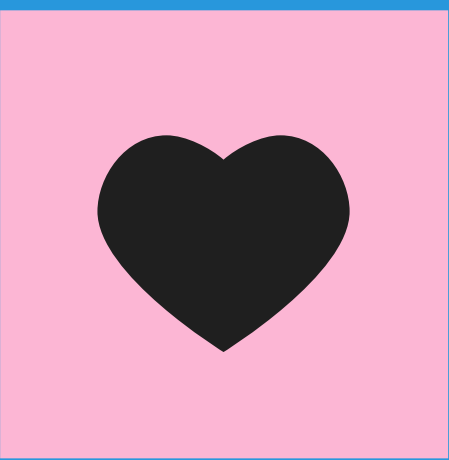
Says

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?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?



Does

What behavior have we observed?
What can we imagine them doing?



i want
something
reliable

Am i dumb
for not
understand
this

i am allegant
to delta
because i
never a bab
experiece

i dont
understand
what to do
from here

this is really
annoying

shops arond
to compare
prices

impartient
pages load
to slowly

Refreshes
page several
time

worried they
are doing
something
wrong

confused to
mant contrad
lctory prices