



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?

It is rush hour at the bus stop and the waiting line has gotten larger, almost as large as a street itself.

She looks at the line then turns her head to see the traffic on the street, which is chaotic.

She thinks about how long it will take for the next bus to arrive. Is it going to be long or maybe not?

She wishes that her commute doesn't take long. She has plenty of things to get done

Several minutes have gone by and the bus hasn't arrived. She looks at her watch and then looks at the street

She thinks in all the time she's wasting and all the things she could be doing at the moment.

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She arrives to the bus station, finds a long line of people waiting for the bus. She stands behind the last person.

She feels anxious, because she has no time to waste due to her busy schedule.

She feels like the time passes very slow.

She tries to get as comfortable as possible. She puts her heavy bag on the floor between her legs. So she doesn't have to carry it herself.

She constantly looks at her watch while waiting for the bus to arrive.

She feels a little bit hopeless about taking the next bus, due to all the long waiting line



Does



Feels

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