



Says

What have we heard them say?
What can we imagine them saying?

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 heat to see the traffic on the street, which is chaotic.

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

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

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.



Does



Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

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

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

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

She feels like the time passes very slow.

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



Feels

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

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