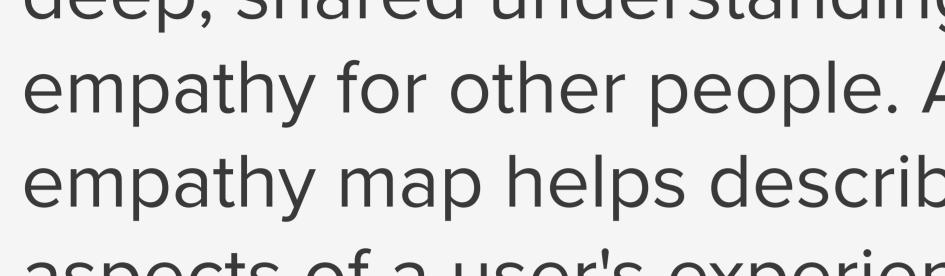


## Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and mindset.



and pain points, to quickly understand your users' experience



## **Build empathy**

The information you add here should be representative of the observations and research you've done about your users.

