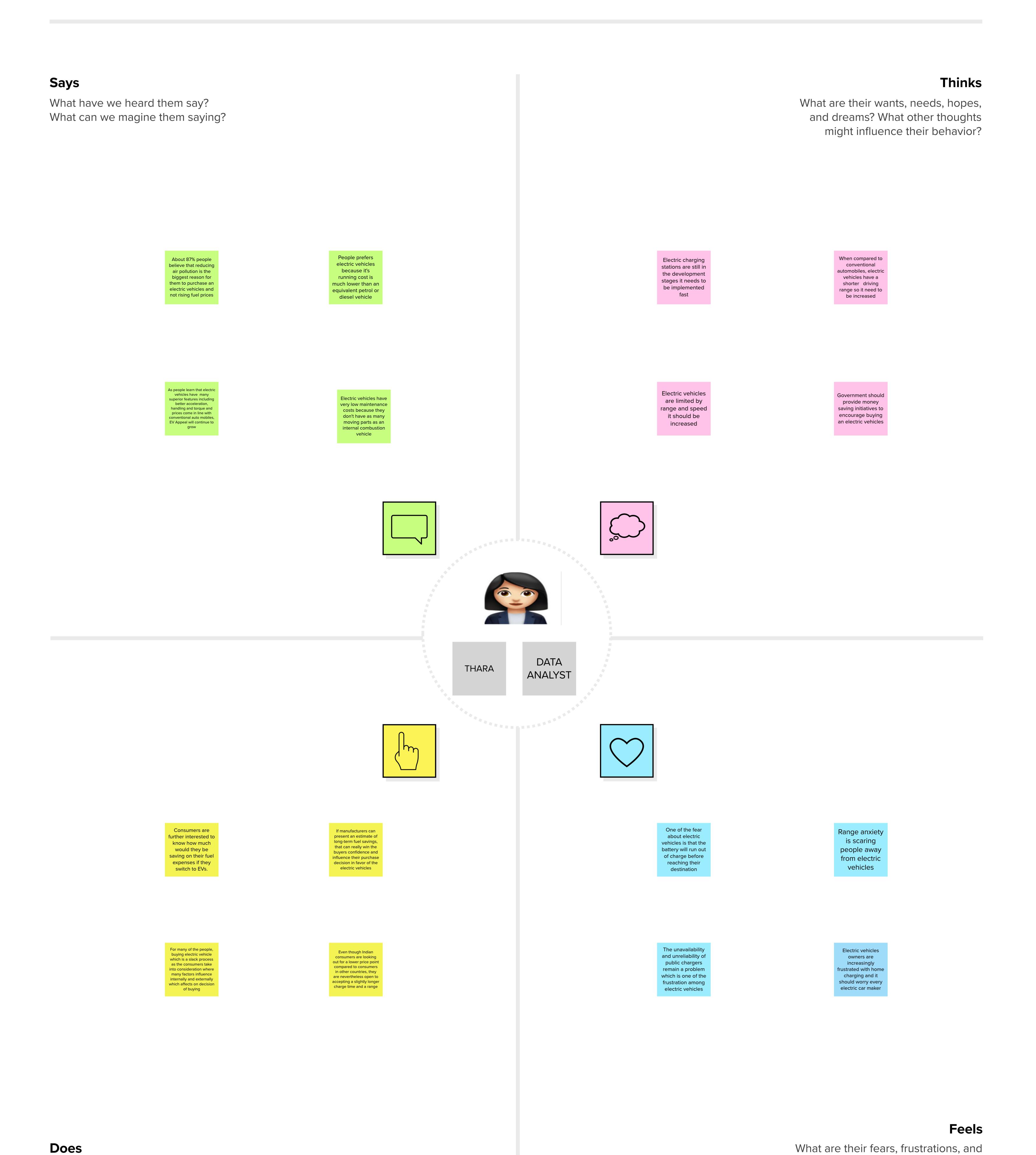


## **Build empathy**

What behavior have we observed?

What can we imagine them doing?

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



anxieties? What other feelings might

influence their behavior?