



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?

I was expecting something different

I want something reliable

What do you think?

What is best for me?

Why is this so hard

Wasting too much time?



More research

Asks friends

Lists pros/cons

Excited

Anxious

Fear



Does

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



Feels

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