

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 pain points, to quickly understand your users' experience and mindset.





Need some

inspiration?

of this template to

kickstart your work.

Open example ->

See a finished version

Build empathy

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



