

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.





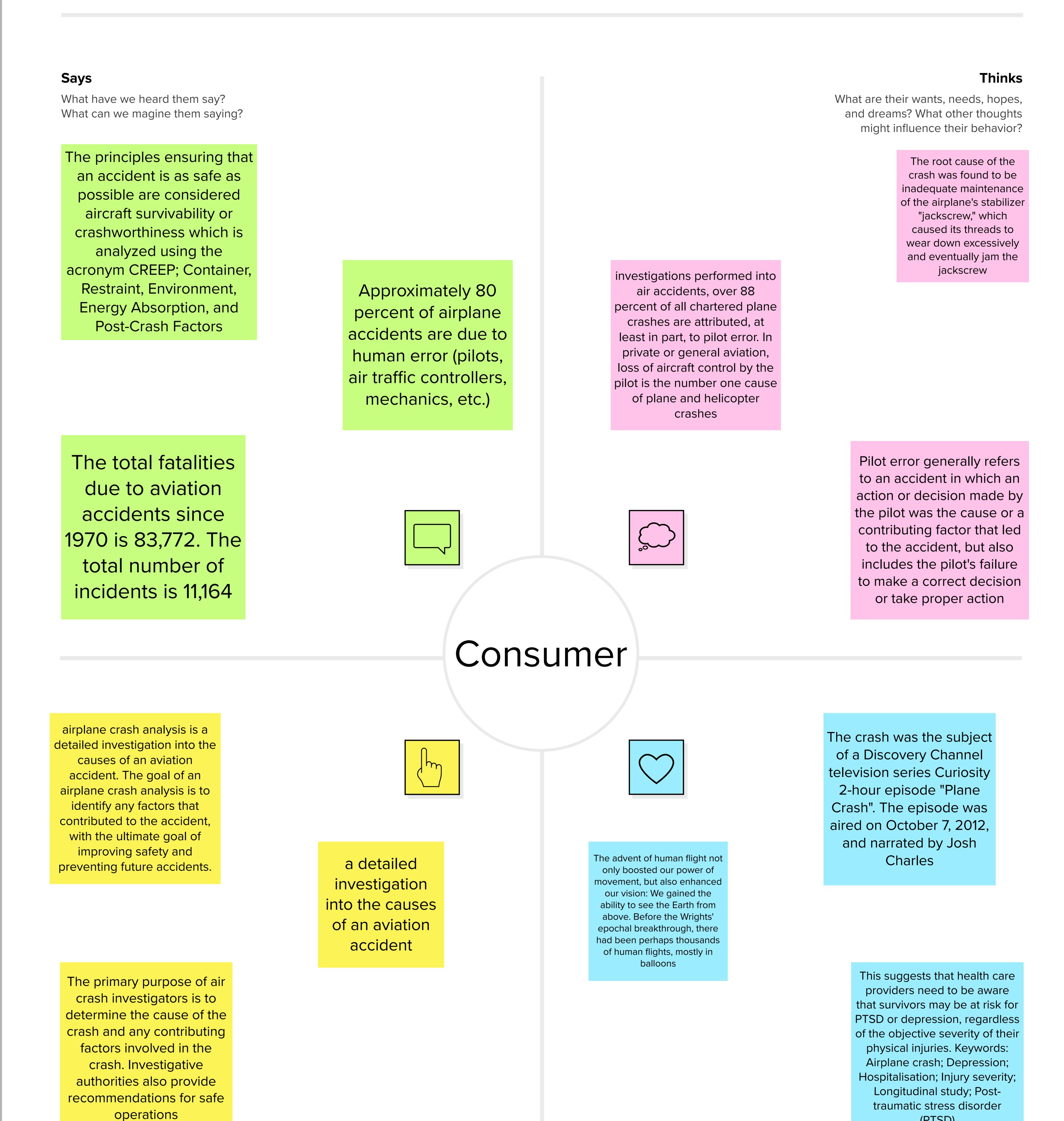
Does

What behavior have we observed?

What can we imagine them doing?

Build empathy

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



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

(PTSD)

Feels

