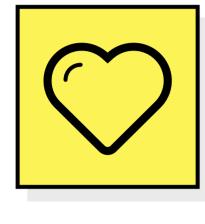


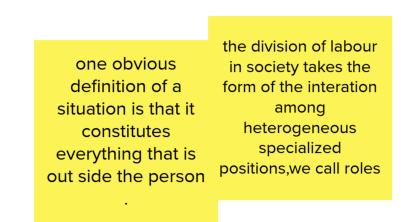
Develop shared understanding and empathy

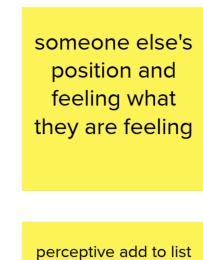
Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.



WHO are we empathizing with?

Who is the person we want to understand? What is the situation they are in? What is their role in the situation?





share.if someone calls you

perceptive,they mean

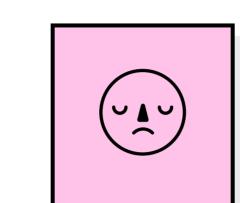
you are good at

understanding things

or figuring things out.

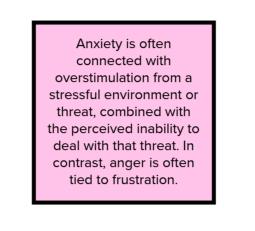
PAINS

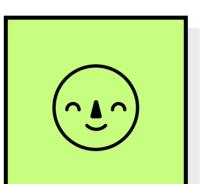
What are their fears, frustrations, and anxieties?



What do they THINK and FEEL?

GOAL

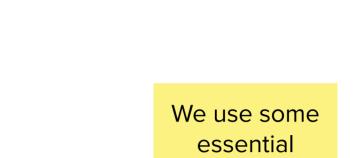




GAINS

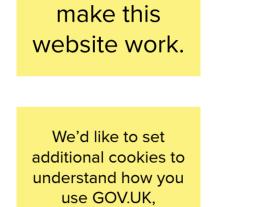
What are their wants, needs, hopes, and dreams?

aluminum frame



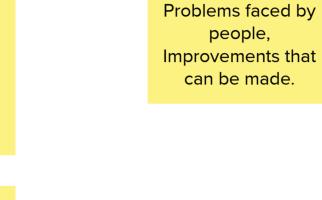
What do they need to DO?

Type your paragraph...



remember your

settings and improve government services.



Problems faced by

those managing the service,



We use some

cookies to

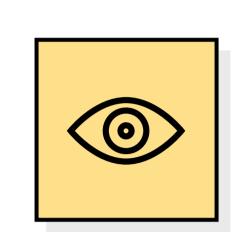
We'd like to set

additional cookies to

understand how you use GOV.UK,

remember your settings and improve

government services.



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What do they SAY?

What have we heard them say?

What can we magine them saying?

Frankly, I had never thought

of listening as an important

that I am aware of it, I think

listening to someone, or on

someone else listening to

subject by itself. But now

that perhaps 80% of my

work depends on my

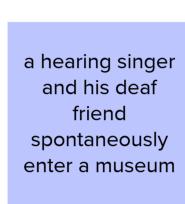
What do they SEE?

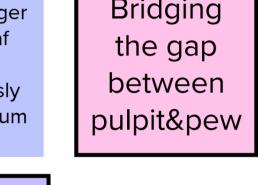
What do they see in the marketplace?

What are they watching and reading?

What do they see others saying and doing?

What do they see in their immediate environment?

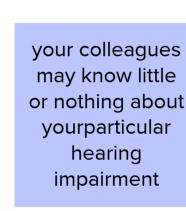






What do they HEAR?

What are they hearing others say? What are they hearing from friends? What are they hearing from colleagues? What are they hearing second-hand?





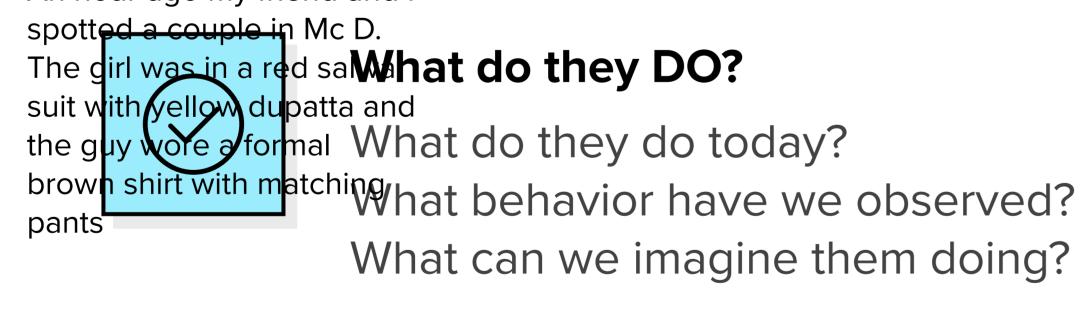
Our thoughts create our feelings and our feelings drive o<mark>ur behavior. L</mark>et's take a <mark>simple exam</mark>ple. If I like be<mark>ing outside n</mark>ear water <mark>and enjoy swi</mark>mming, the tho<mark>ught of going</mark> to a

What other thoughts and feelings might influence their behavior?

pool makes me feel happy.

Understanding how imagination works in the brain, and how it can point to a different way forward. With a little help, good feelings about our day-to-day.

influence our feelings, can we can leverage our active imagination to experience

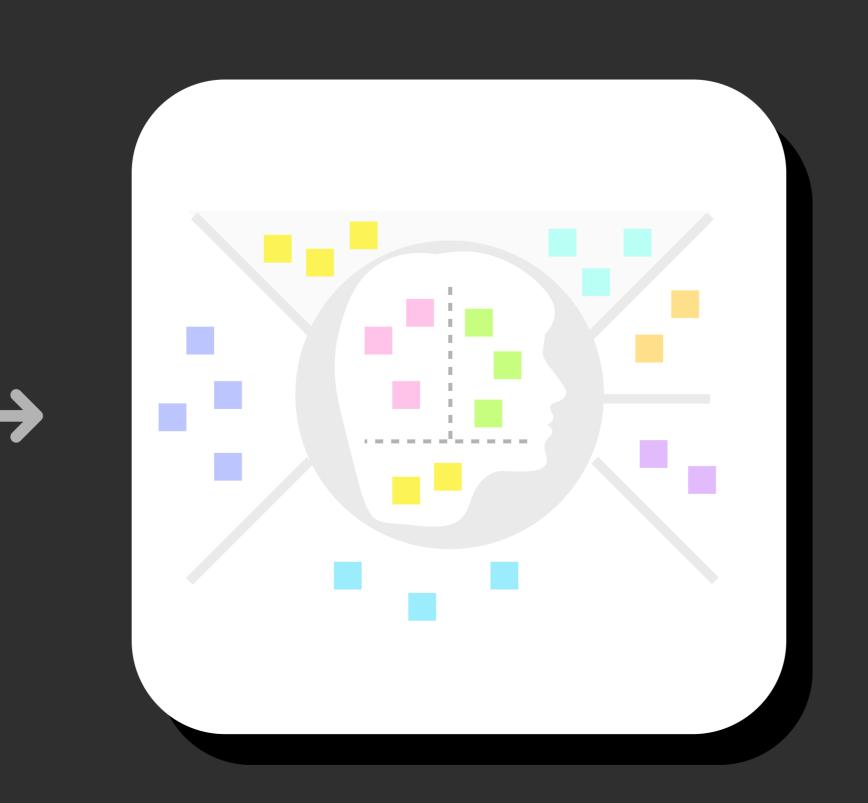


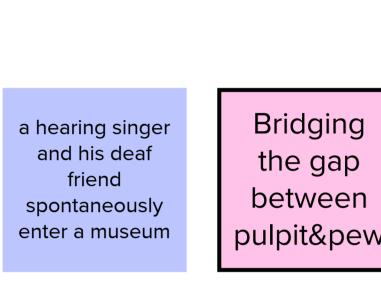
An hour ago my friend and I spotted a couple in Mc D. The girl was in a red salwar suit with yellow dupatta and the guy wore a formal brown shirt with matching

Behavioral observation is a commonplace practice in our daily lives. As social creatures and "informal scientists," we rely upon observations of behavior to understand current social experiences and predict future social events.

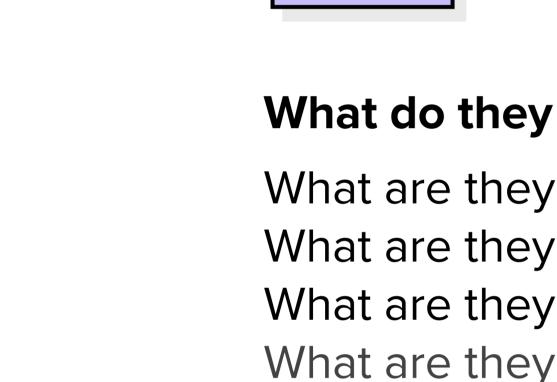














while experiencing an auditory hallucination the affected person

would hear a sound

or sounds which did not come from the

natural environment

