



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?



Certificate  
Team Members  
M.Sundhar  
R. Sathish kumar  
T. Santhosh  
K. Santhosh Babu

Certificate  
change to  
humans life

Certificate  
can help to  
achieve the  
goal

Certificate  
use to  
indicate my  
skills

It's was good  
improve to  
my skills and  
experience

Certificate  
to given me  
achieve my  
life

I collect more  
than 125  
certificate in  
my file

To help for  
study  
improvement

I am feel for  
good  
manners

Growth my  
understanding  
mind for  
people  
feelings

I feel more  
happiness

certificate  
important to  
carrier

I feel fullfill  
of my life



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?