

Develop shared understanding and empathy

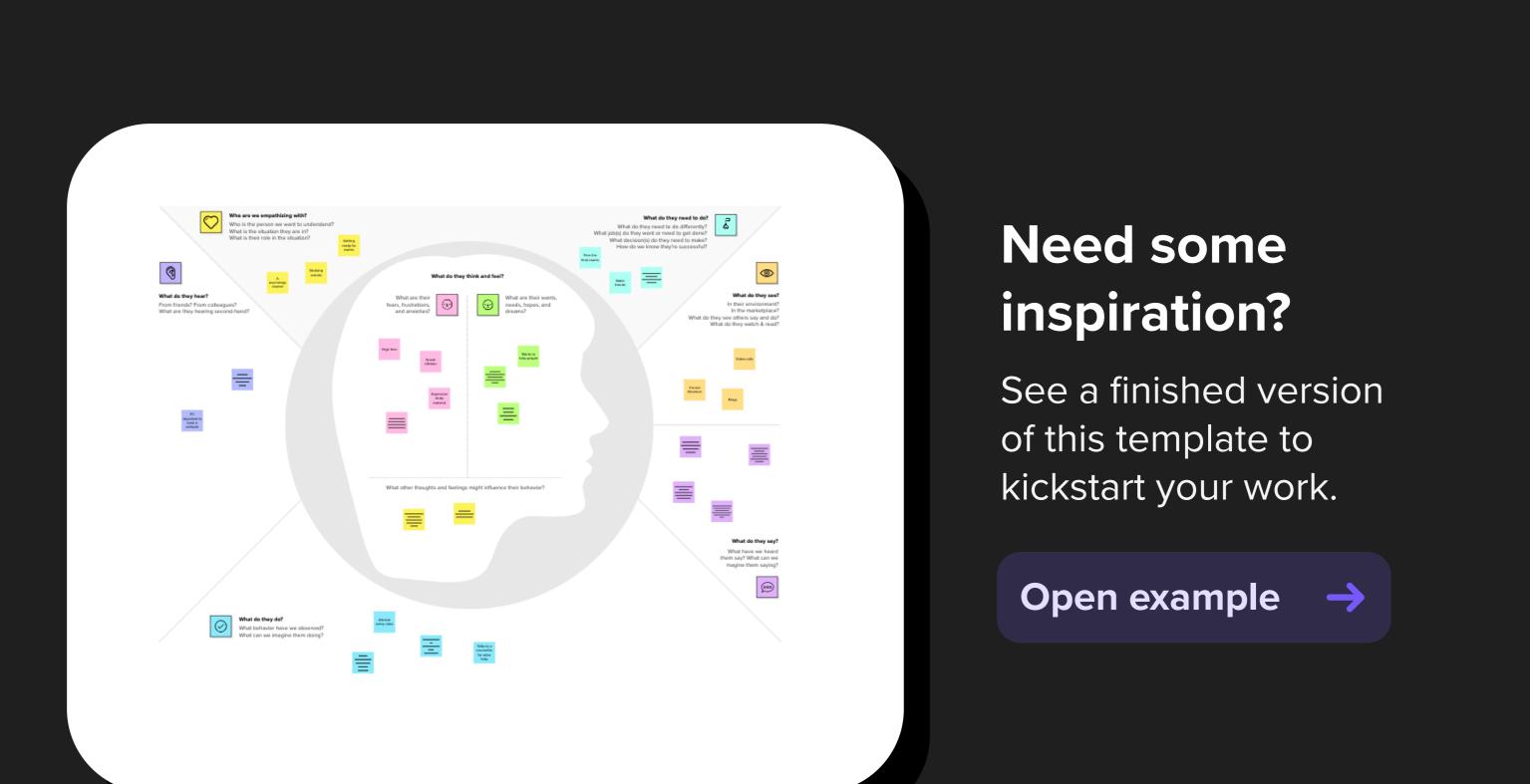
## canvas

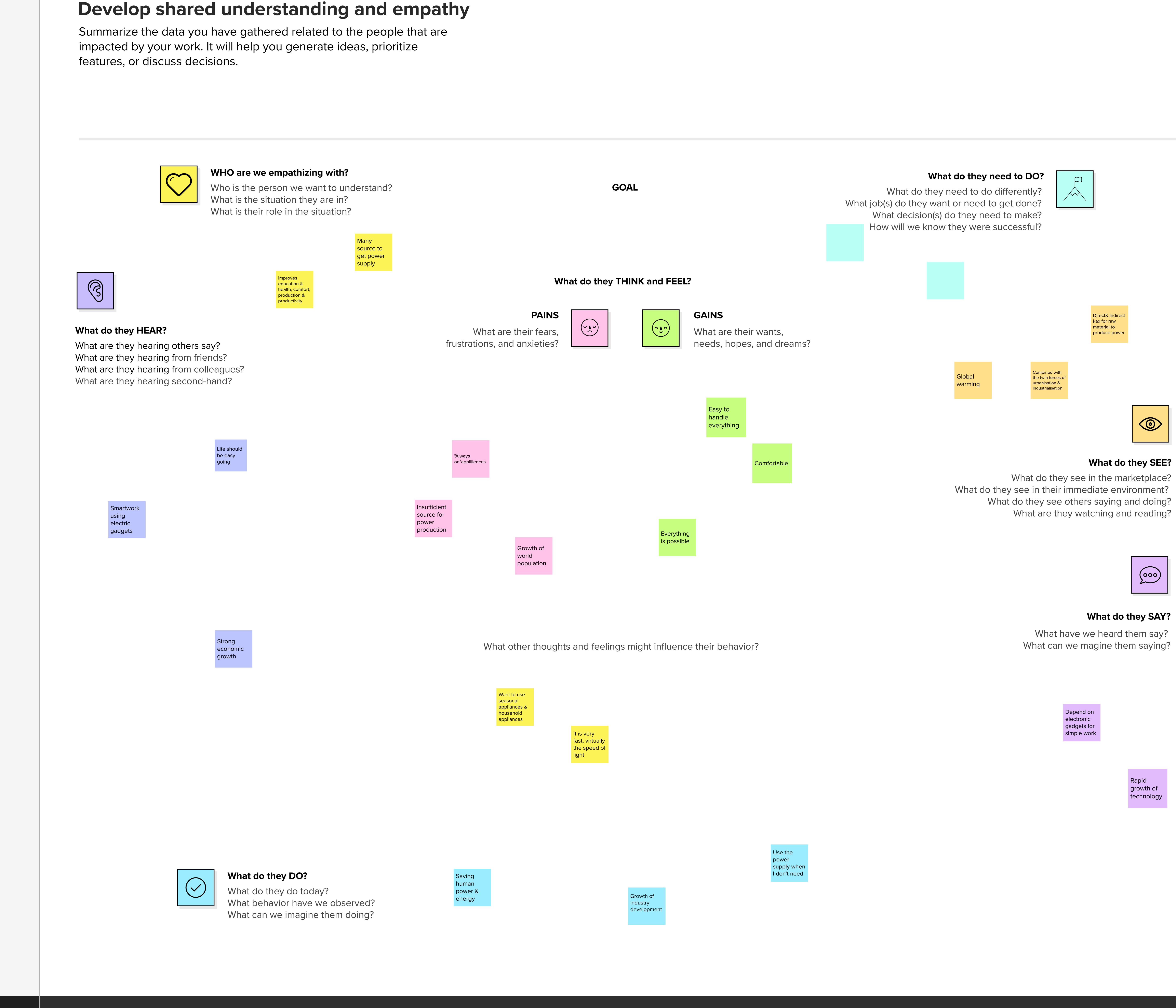
Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at



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Direct& Indirect kax for raw material to produce power

What do they SEE?

What do they SAY?

What have we heard them say?

