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## **Chat history**

##### **You said:**

how do I make an empathy map

###### **ChatGPT said:**

An **empathy map** is a collaborative tool used to gain deeper insight into your users, customers, or audience. It helps you understand what they think, feel, see, hear, say, and do — creating a holistic view of their experience.

### **🔧 How to Make an Empathy Map**

You can create it digitally (e.g., in Miro, FigJam, Canva) or on paper/whiteboard. The map is usually divided into 4 or 6 key quadrants around a representation of the **user**.

### **🧠 Empathy Map Template (Classic 6-Section Version):**

Place your **user persona** in the center, then organize the sections around them:

+*------------------+*

| THINK & FEEL |

| - What matters? |

| - Worries? |

+*------------------+*

+*---------------+------------------+-------------------+*

| SEE | USER (center)| HEAR |

| - Environment | | - What friends or |

| - Market | Persona | influencers say |

| - Offers | | - What media says |

+*---------------+------------------+-------------------+*

+*------------------+*

| SAY & DO |

| - Behavior |

| - Comments |

+*------------------+*

+*------------------+*

| PAINS |

| - Frustrations |

| - Obstacles |

+*------------------+*

+*------------------+*

| GAINS |

| - Goals & hopes |

| - Success signs |

+*------------------+*

### **🪪 Example for a High School Student Using a Study App:**

#### **1. Think & Feel**

* “I want better grades, but I’m overwhelmed.”
* “I’m afraid of failing math.”

#### **2. See**

* Other students using the app.
* Posters for tutoring services.

#### **3. Hear**

* “Study smarter, not harder.”
* Parents: “You need to focus more.”

#### **4. Say & Do**

* Says: “I don’t have time.”
* Uses YouTube for quick answers.

#### **5. Pains**

* Easily distracted.
* Finds textbooks boring.
* Lacks motivation.

#### **6. Gains**

* Wants quick wins and progress.
* Hopes to feel confident before exams.

### **✅ Tips:**

* **Use sticky notes** for flexibility.
* Focus on **real user research** (interviews, surveys).
* Do it as a **team workshop** to gather diverse insights.
* Keep it **simple and visual** — empathy, not perfection.

Would you like a blank digital version to fill out or help applying it to a specific user/persona?

##### **You said:**

Help me make an empathy map on a line sensing robot that can navigate itself through mazes and tunnels. I want to know how it makes someone feel, think, do, and say.

###### **ChatGPT said:**

Great! Let's create an **empathy map** for a **user** interacting with a **line-sensing robot that navigates mazes and tunnels**. This could be for a student using it in a competition, a hobbyist, a teacher, or even someone just watching a demo.

## **🧠 Empathy Map: Line-Sensing Robot (Maze & Tunnel Navigation)**

### **🎯 User Persona Example**

Let’s say your user is a **STEM student or hobbyist** (age 15–22) interested in robotics and tech competitions.

### **🟪 THINK & FEEL**

* "This is really cool — it feels like real AI!"
* "Will it make it through the maze without help?"
* "Can I explain how it works to others?"
* "What if it fails mid-way?"
* Feels a mix of **excitement**, **curiosity**, and slight **anxiety** about the outcome.

### **🟦 SEE**

* A small robot smoothly following a path.
* Turns, stops, accelerations as it detects curves or tunnels.
* Wires, sensors, or LEDs indicating actions.
* A crowd watching during a competition or a classroom.
* Judges or teachers evaluating performance.

### **🟧 HEAR**

* “Whoa, it made that turn perfectly.”
* “Is it using infrared sensors?”
* Teammates saying: “Double-check the calibration!”
* “Can it detect obstacles too?”
* "What code are you using?"

### **🟨 SAY & DO**

* Says:
  + “It’s navigating better than last time!”
  + “I coded it to slow down in tunnels.”
  + “Let’s tweak the sensor sensitivity.”
* Does:
  + Watches carefully.
  + Takes notes or records videos.
  + Adjusts components between runs.
  + Shares updates on social media or with friends.

### **🟥 PAINS (Frustrations & Barriers)**

* Battery dies mid-run.
* Sensors don’t detect lines on certain surfaces.
* Tunnels mess with light-based detection.
* Code errors or logic bugs.
* Unclear feedback from robot when something goes wrong.

### **🟩 GAINS (Goals & Success Signs)**

* Completes maze autonomously.
* Learns how line detection and navigation work.
* Wins a robotics challenge or earns recognition.
* Confidence boost from building a working robot.
* Shares success with peers or includes in a portfolio.

### **✅ Summary:**

This empathy map helps you **design better user experiences**, such as:

* Easier-to-debug systems
* Clear visual indicators (LEDs, sound)
* Stronger code documentation
* Friendly UI (if controlled via app)
* Reinforcement for learning outcomes

Would you like this as a visual template (e.g., PDF or editable doc), or help tailoring this to a **specific user (e.g., judge, parent, teammate)?**

ChatGPT can make mistakes. Check important info.