

Ideation Phase

Empathize & Discover

Date	22 May 2025
Team ID	LTVIP2025TMID52020
Project Name	Learnhub: Your Center For Skill Enhancement
Maximum Marks	4 Marks

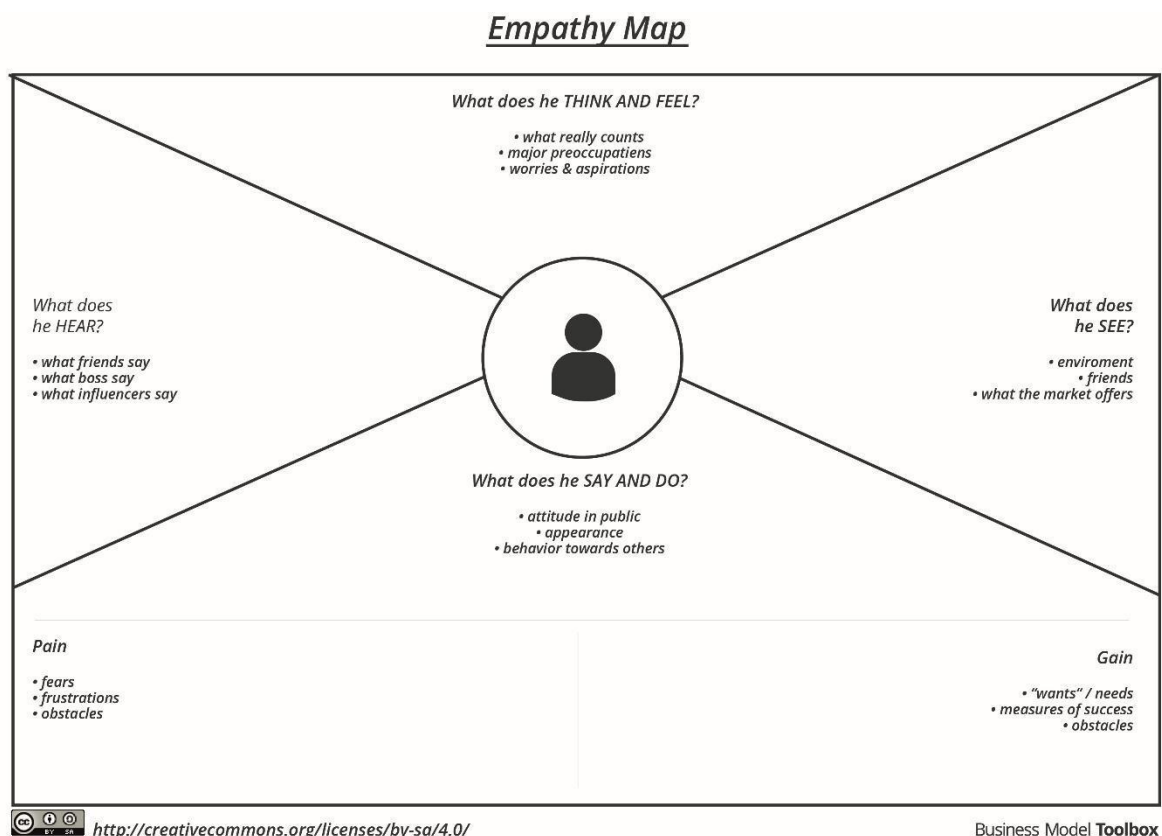
Empathy Map Canvas:

An empathy map is a simple, easy-to-digest visual that captures knowledge about a user's behaviours and attitudes.

It is a useful tool to help teams better understand their users.

Creating an effective solution requires understanding the true problem and the person who is experiencing it. The exercise of creating the map helps participants consider things from the user's perspective along with his or her goals and challenges.

Example:



Reference: <https://www.mural.co/templates/empathy-map-canvas>

Example: LearnHub

SAYS	THINKS
I want to learn new skills quickly.	Are the courses really worth it?
It should be easy to register and access courses.	Can I trust this platform to issue valid certificates?
DOES	FEELS
Searches for online resources	Overwhelmed by too many non-structured platforms
Enrolls in basic free courses	Confused if the course quality is good

User Goals:

