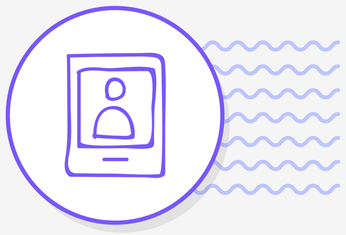
Template



Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Share template feedback

Build empathy

The information you add here should be representative of the observations and research you've done about your users.

Says

What have we heard them say?
What can we magine them saying?

As an HR assistant, you will be responsible for managing and handling the day to day

You will also the responsible for identifying and payroll issues and miscalculations.

In addition to this,you should be able to update and maintain employees details in both online and offline mode

Thinks

What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?

Maintain accurate and up to date human resource files, records and documentation

A good HR assistant needs to have strong communication skills,including good listening and speaking skills

Relative to standard policies, benefits, hiring processes

They also need to write well enough to organize information efficiently

Recruiting Assistant for HR Managers

Excellent verbal and written communication skills

Professionalism and diplomacy

Proficient with Microsoft office suit or related software

Ensuring employees physical and mental well being

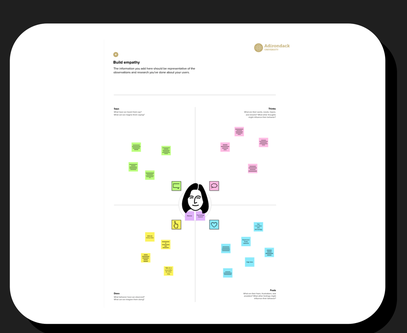
Ensuring diversity and inclusion

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?



Need some inspiration?

See a finished version of this template to kickstart your work.

Open example →