

Optional - Discuss the importance of considering user needs

Empathy is an important aspect of being a UX designer; it's at the heart of what UX designers do. One tool that designers use to better empathize with users is an empathy map. An empathy map helps designers decipher what a user says, does, feels, and thinks. To consider why an empathy map is useful, pause and reflect on the following question in the discussion forum:

Why is it important to consider user needs, behaviors, and motivations?