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

Need some inspiration?

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

Open example →

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?

Make a recipe for result tracking want

without error result tracking want

They will finish the project on time

They are best team in this feild

Thinks

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

Will they do it on time?

may be this isn't

will they finish project without mistakes

school/college

addtional of datas in the projesct

Reduce time of project

less payment for the project

lowest cost

they are very perfect

nervous

waiting for this project

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?