

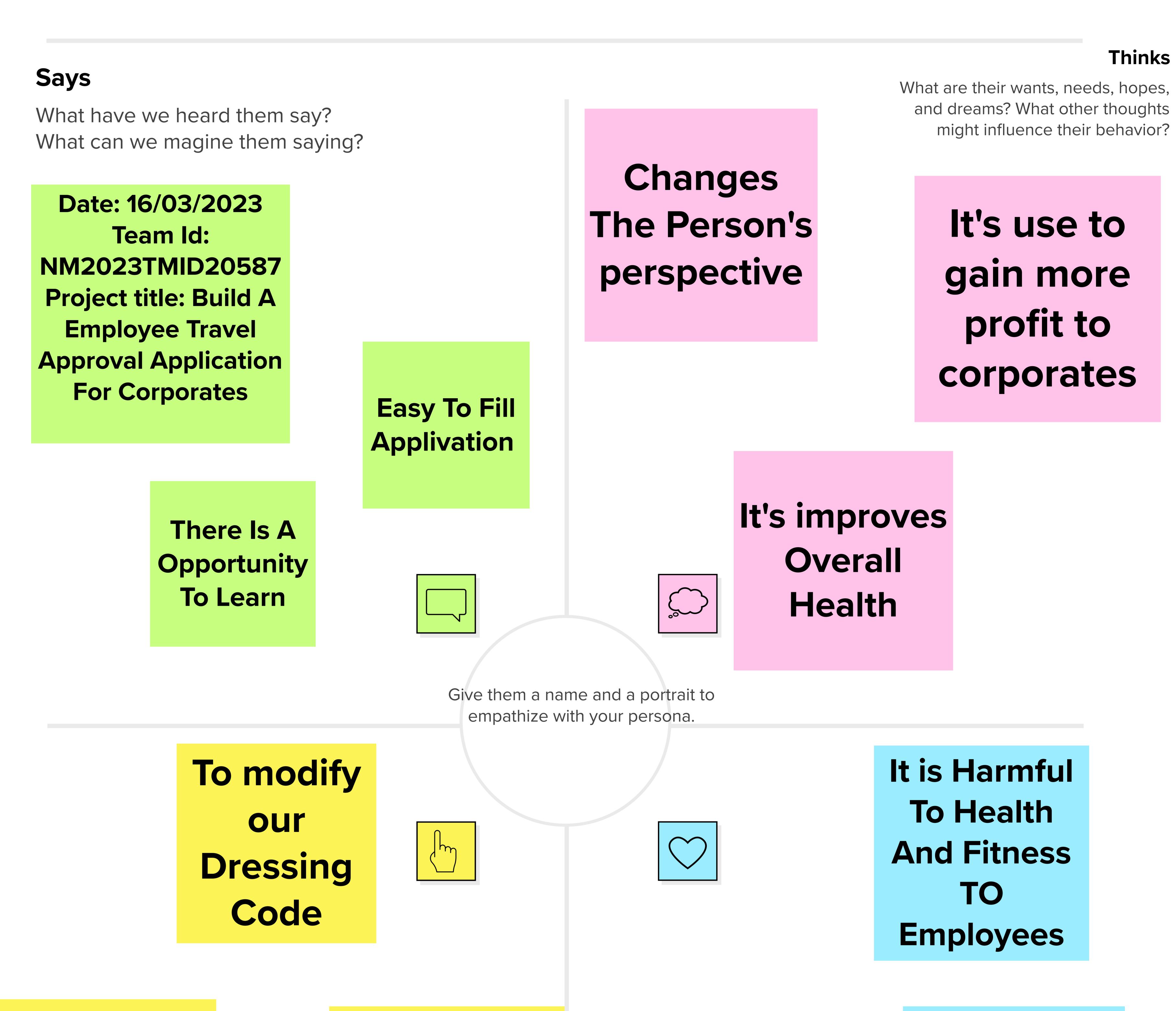
Empathy map

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.



Build empathy

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



They Take
Carring
Well

Does

We Imaging
That There
Behaviour
Should Be
Nice

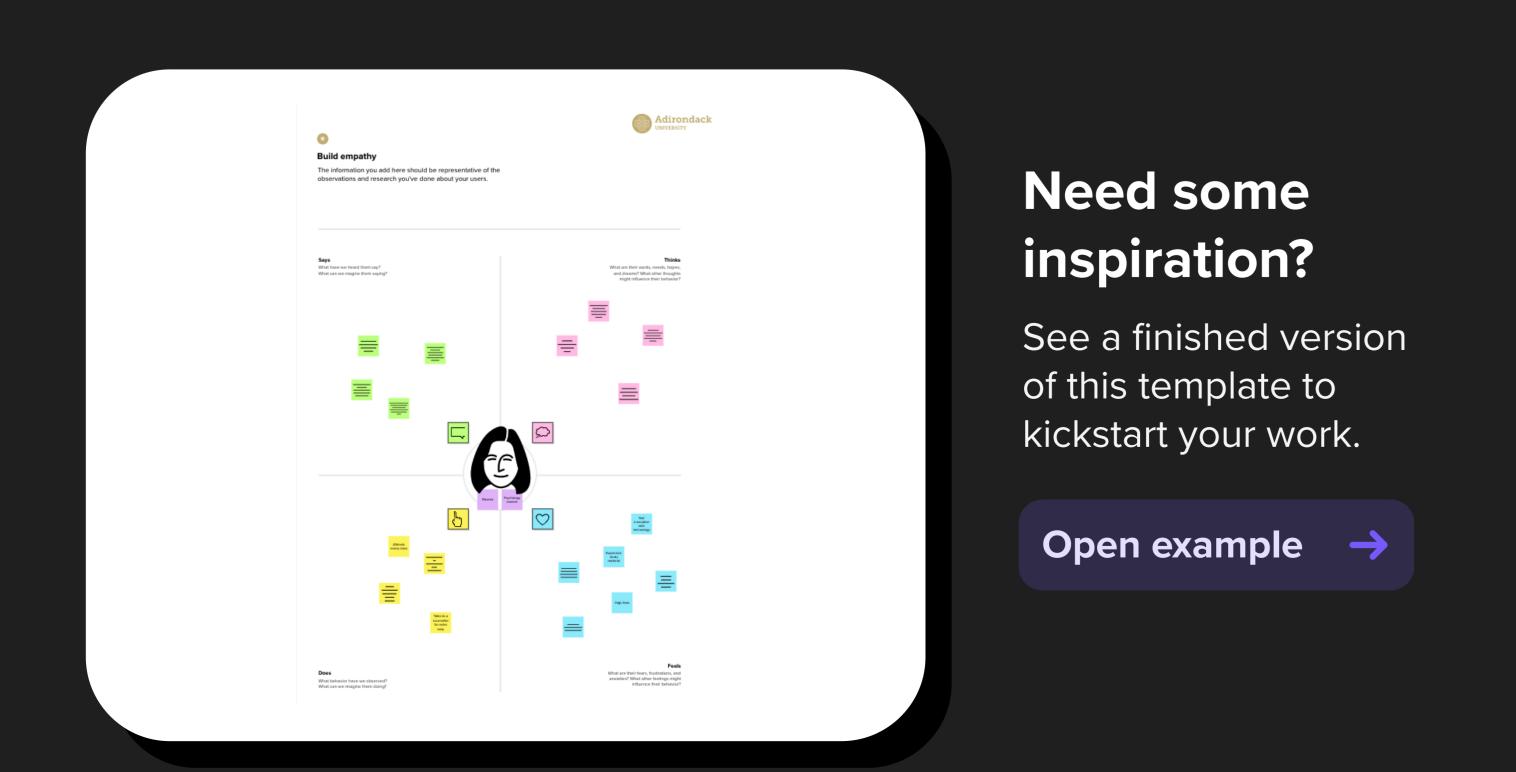
Missing Our
Family In
Traveling

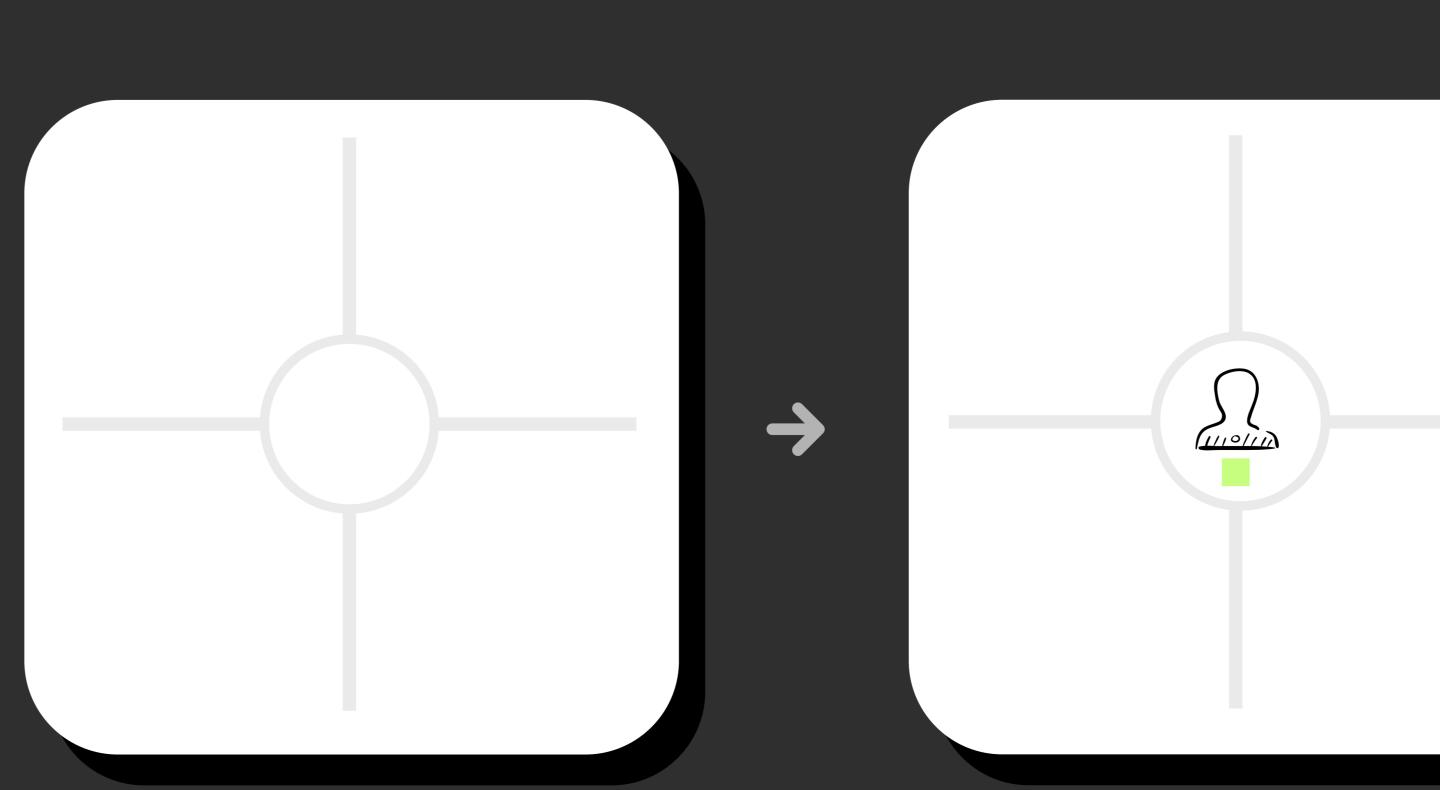
Ultraviolet
Radiation
From The
Sun In
Travelling

Feels

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?

Share template feedback





What behavior have we observed?

What can we imagine them doing?



