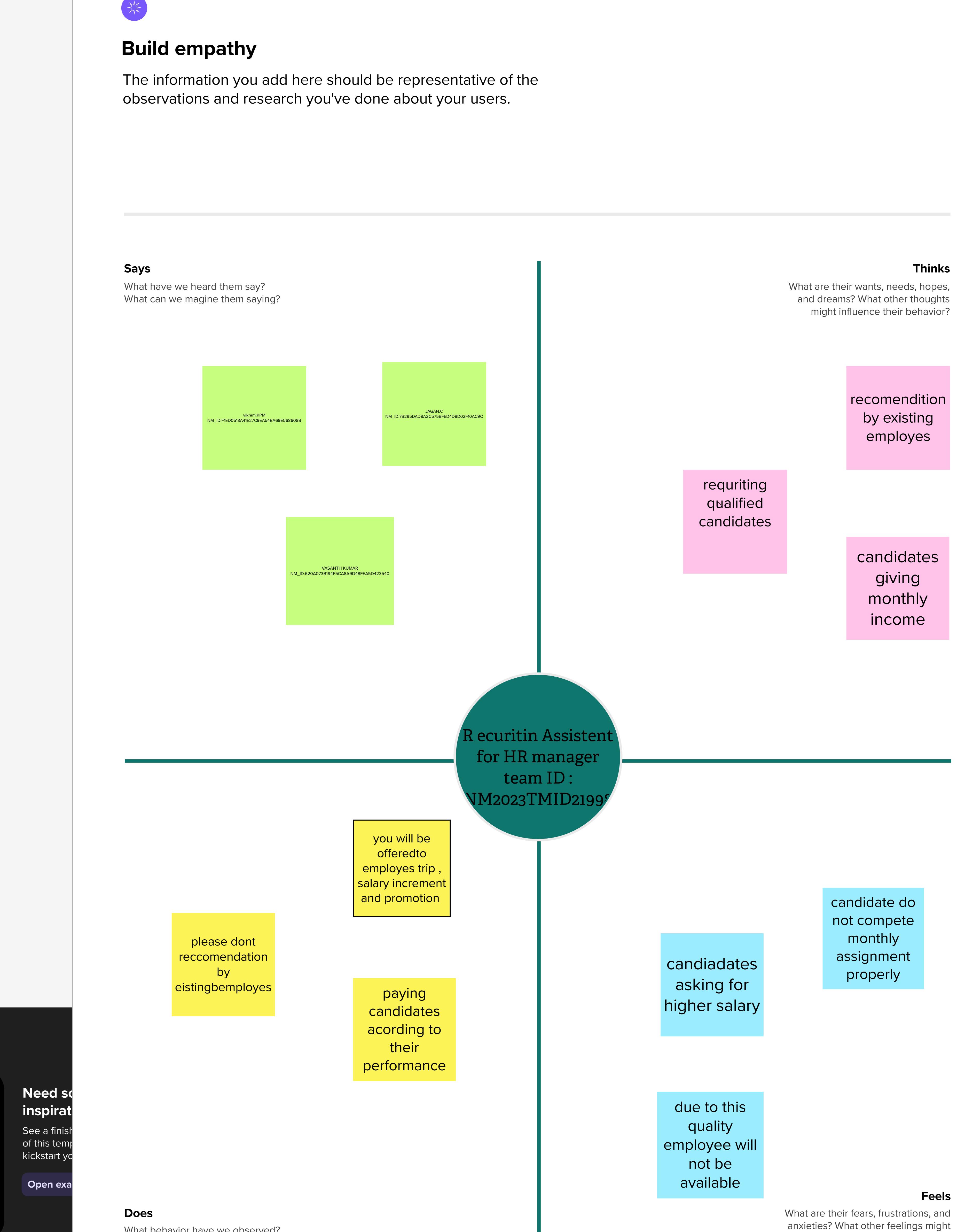
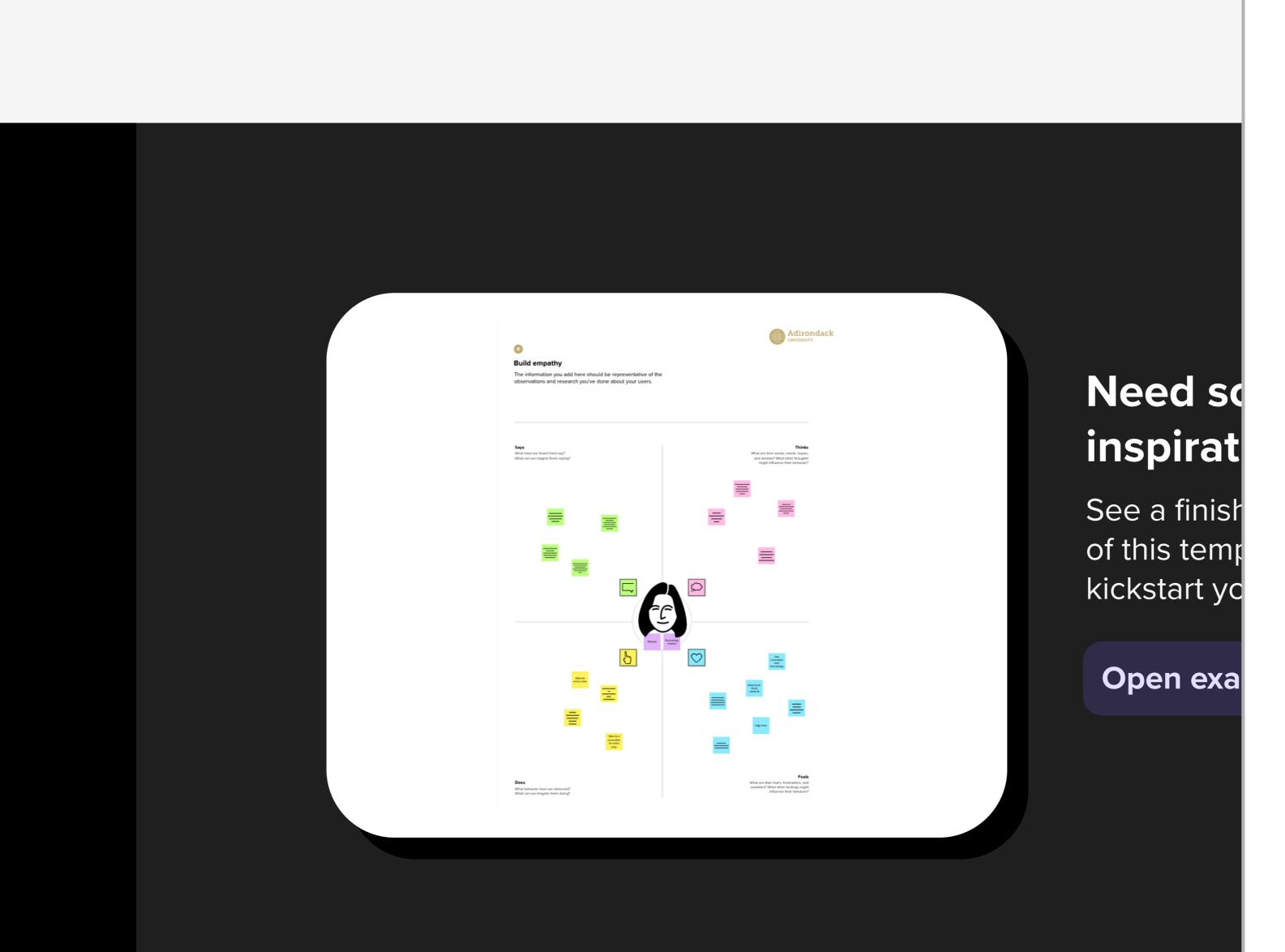
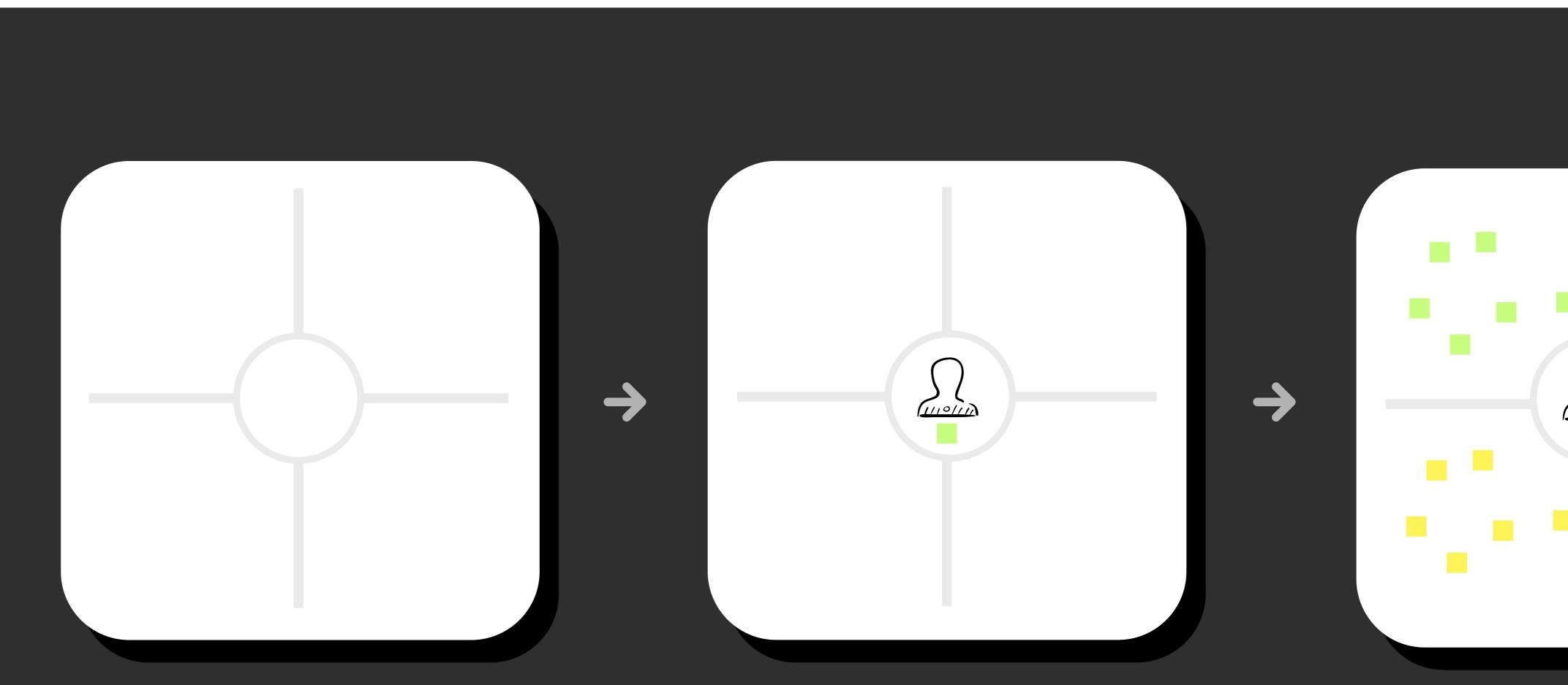


Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.



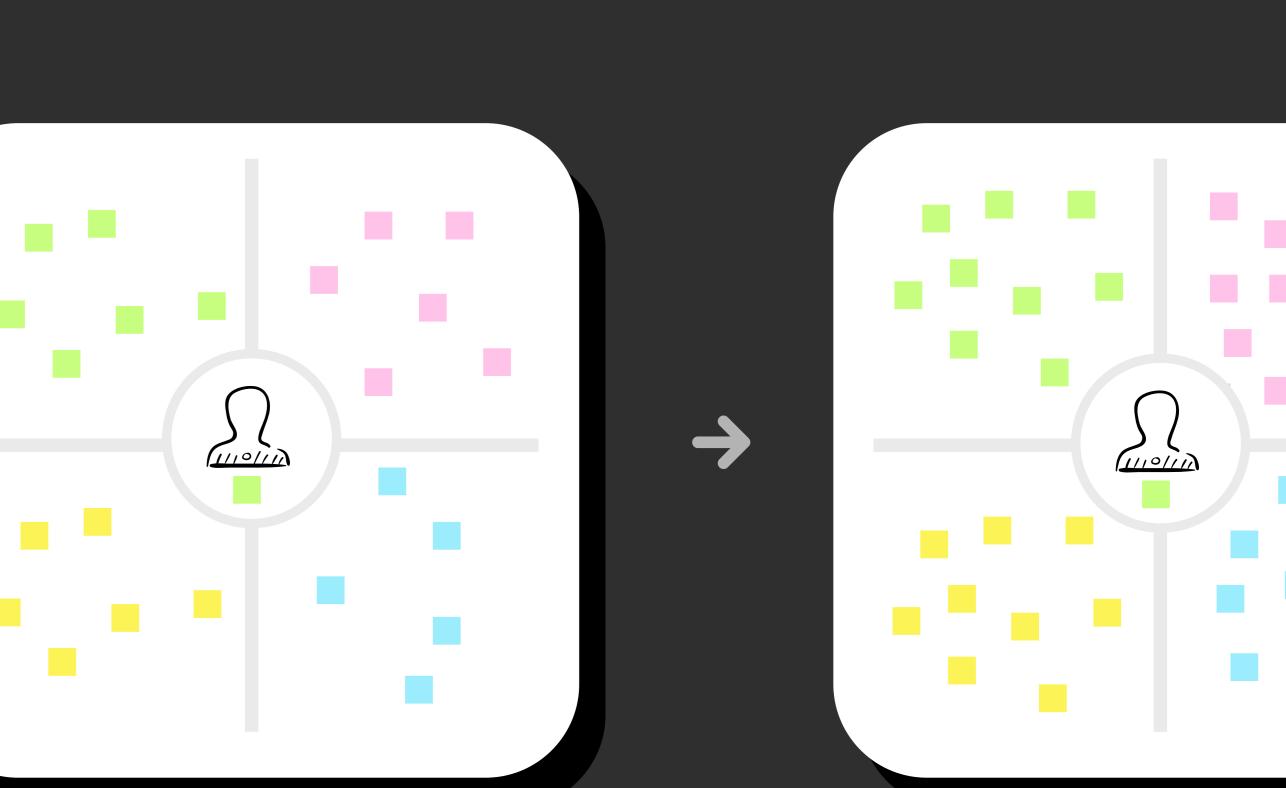


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What behavior have we observed?

What can we imagine them doing?



influence their behavior?