



Says

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



Thinks

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

Best
management

Receiving
donations

Find
suitable
land

Advertisement

Bills

Partical
experience

Improving
Education
system



Education connect
Learning
Centre

Preparing a
blue print

Clarity
and
guidance

Skill
Development
Class

Good
Facilities

Group
working and
studying

Reduction
In
Fees



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?