



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?

Professional  
business

Read the  
point about  
business  
carsds

We used  
four pages

Which  
template is  
best

I chose the  
template  
about the  
business

Compare the  
template then  
I chose  
particular  
template



Professional business carsds

Arockiya Jenifer rani  
Bhavani  
Anburani  
Ananthi

I want to  
explain the  
about choose  
certificate

I chose one  
different kind  
of template  
animation of  
attraction

I want to  
take some  
action card  
picture

It is diffcult

Very  
excitenent

Very sad



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?