



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?

The stage in this process are  
understand silent  
analysis design  
planning execution  
tradition support

The keep work  
up safe by  
assessing and  
dominating works  
space safety  
hazards

The main valuesof  
constants include  
the knowledge  
expart skills and  
influence

Consult confer imply  
taking over a  
situation or subject  
with someone to  
decide points in  
doubt



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?