

## Says

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

> Launch the microsoft word application from your Desktop or the taskbar

search for certificate templates

clik in the search box on the new screen ,typs 'certificate' and press entre next,select a certificate template that fits your requirments and click creat

**Thinks** What are their wants, needs, hopes, and dreams?

What other thoughts might influence their behavior?

Title, Presentation (is awarded to)

recipient (name), from , description (reason for award)

date, signature,

iam Mariya

Short summary of the persona

check the website. list pros / cons. makes small decisions.

search hoe to make in desidning visully appealing certificate for a debate competition using canva.

get some ideas . asks team members ideas.

over whelmed .fear . excited. inadequate.

usure who to trust. anxious

seemingly positive action . i get a good exprence myself and my team members.

What behavior have we observed? What can we imagine them doing?

Does

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





**Feels**