

## Says

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

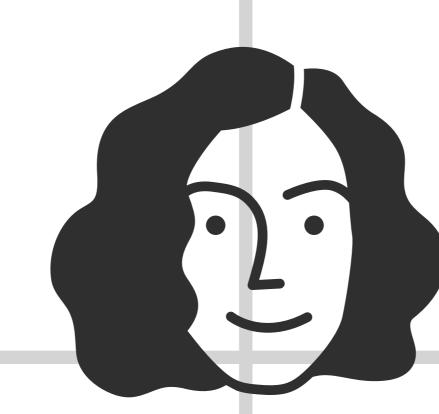


What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior?







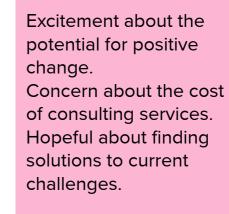


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## Does

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



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



