



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?

What do you think?

What is this so hard?

What should I start?

What size is best?

May be this isn't the bast

What else am I missing?



List pros/cons

Ask friends

Makes small decisions

Fear

Excited

Anxious



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?