

## Empathy map canvas

Use this framework to empathize with a customer, user, or any person who is affected by a team's work.

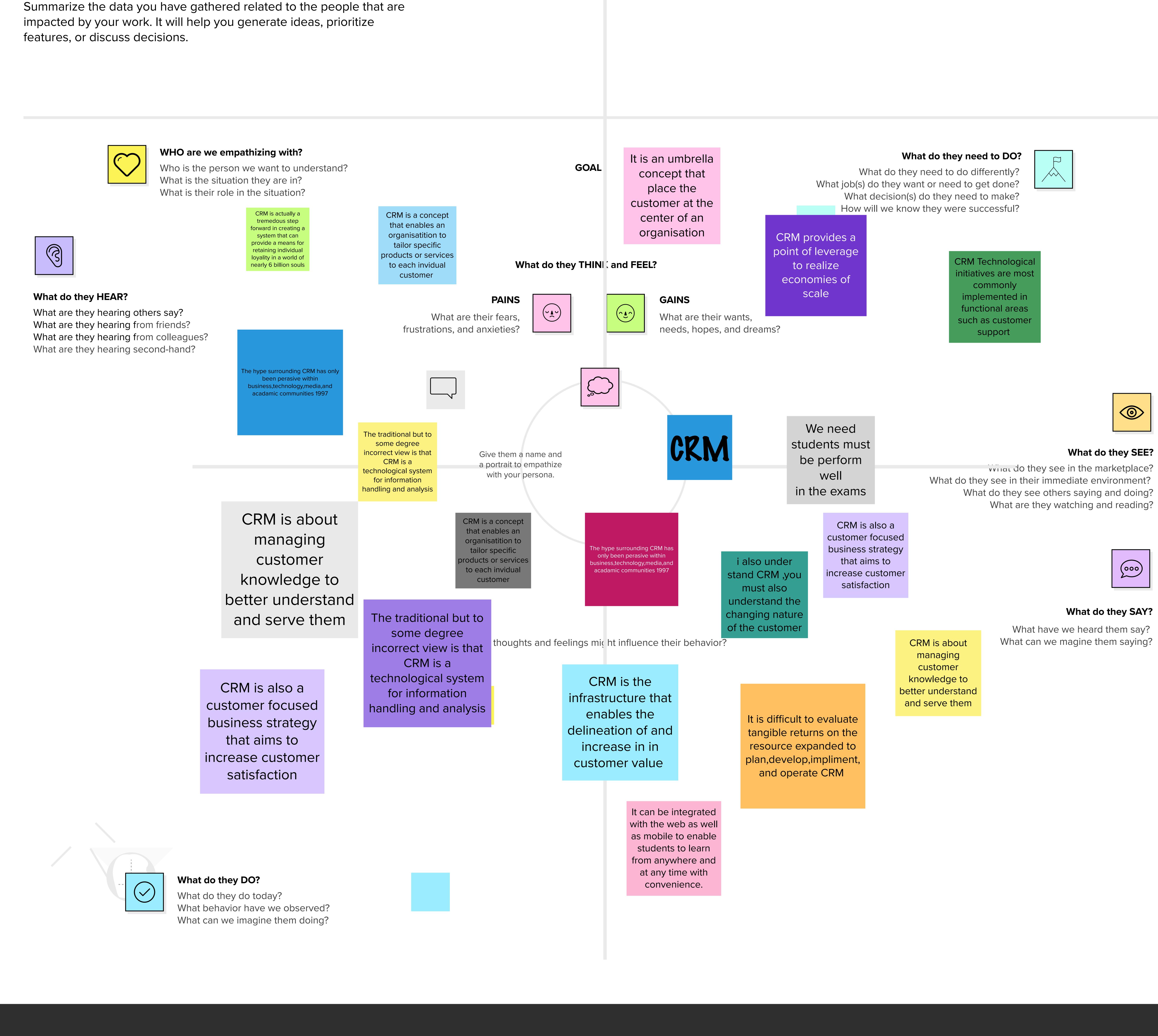
Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

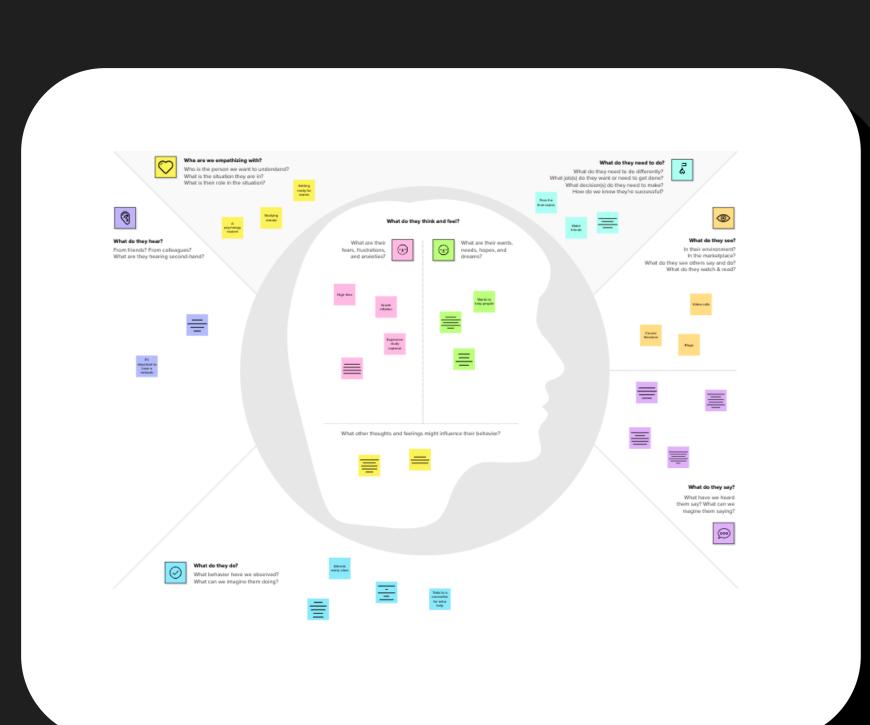
Originally created by Dave Gray at



Share template feedback







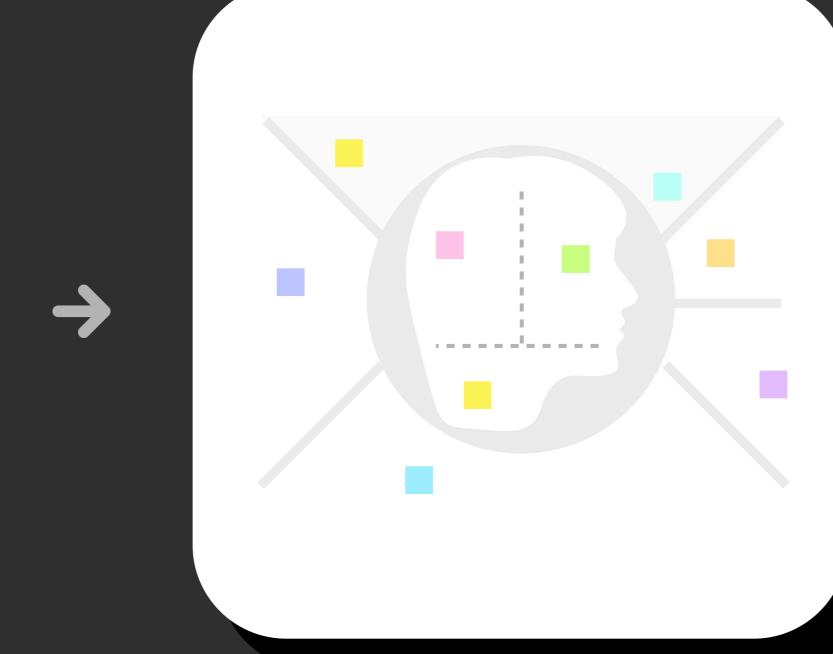
Need some inspiration?

See a finished version of this template to kickstart your work.

Open example 

Open example





Develop shared understanding and empathy

