



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?

I have a company of Interior Desinging

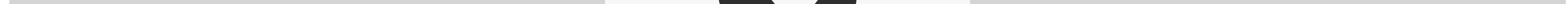
My company aims for sustainability

Necessity to adopt more techniques and materials

Financial processes

Maintain accurate records

Make informed financial decisions



I will do my buildings was so and so things i have

i will maintain records of my customers

i will keep buildings on my customers

Excited to learn about this

Overwhelmed with information

curious about this topic



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?