

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, needs and pain points, to quickly understand your users' experience and mindset.

Build empathy

The information you add here should be representative of the

observations and research you've done about your users.

Says **Thinks** What have we heard them say? What are their wants, needs, hopes, and dreams? What other thoughts might influence their behavior? Become a Understand great Bachelor's numbers. communicator. degree in Human human Resource resources or business Manager management, Create an opendoor policy that employees to appeal adverse decisions, Labor relations, or business. RECRUITING ASSISTANT FOR HR MANAGERS Versatility The HR managerwill be and motivated to find the perfect adaptability candidate for the Purpose oriented They will feel accomplished when they are able to identify a diverse and inclusive pool of Transparency candidates trustworthiness **Feels** What are their fears, frustrations, and **Does** anxieties? What other feelings might What behavior have we observed? influence their behavior?





