Bio:Name-Elizabeth

Age-26

Ouotes:“I can’t change the direction of the wind, but I can adjust my sails to always reach my destination.”

Story:Elizabeth is very inexperienced. She is working at Walmart in Canada.

Empathy map for Inexperienced Elizabeth. Name – Komal Devi

Date-09/02/2020



Feel: Pressured by the long line.

Scard of her manager.

Intimidated by the interface.

Sometimes angry and stressed.

Think: “Where is the soup section?”

“I hope my manager doesn’t get mad?”

“This line is getting so long”

“Everyone looks really impatient”

Problem statements:

Elizabeth needs to give more focus on works because she does have idea how to do work in proper way.

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