



Says

What have we heard them say?  
What can we imagine them saying?



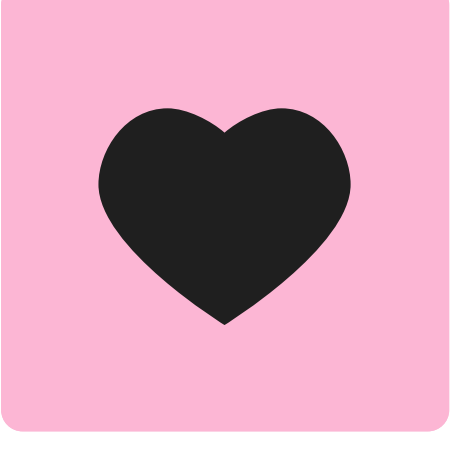
Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



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?

a business card  
typically included the  
giver name ,company or  
business and contained  
information such as  
street address, is lephone  
a number ,email  
addresses and website

networking  
events,  
meetings with  
clints and  
contacts

alling  
card, card, call  
card, carte  
devisits and  
visiting card

check the  
sebsite

more  
research

asks  
friends

what is the  
best for

i want  
something  
awesome

my work is  
always  
special

unsure  
who to  
trust

over  
whelmed