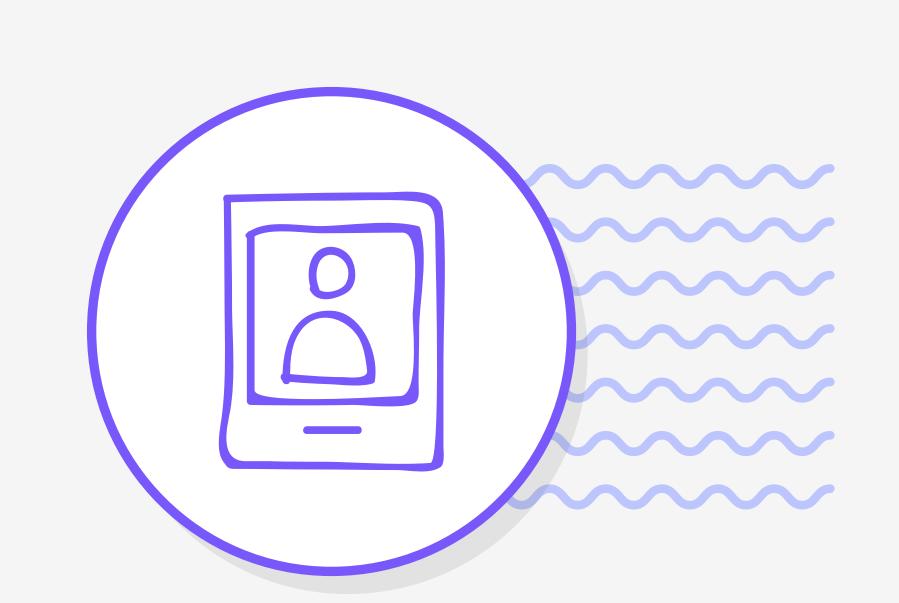


Build empathy

The information you add here should be representative of the observations and research you've done about your users.



Says
What have we heard them say?

What can we magine them saying?

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.

The client to be used for the nwe process and simple method to be uselly.

We asked them about the method and the task.

the client to be expected the hope to be an achive the task. **Thinks**

What are their wants, needs, hopes,

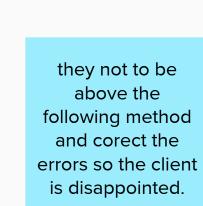
and dreams? What other thoughts

might influence their behavior?

sometime the project may be errors and bugs .



banker



the user to be confuesd of the task and following method so the client is fear and frusterting.

we have to observed of the easy method and task.

Does

What behavior have we observed? What can we imagine them doing?

to have create

the code and

desings the

client to be an

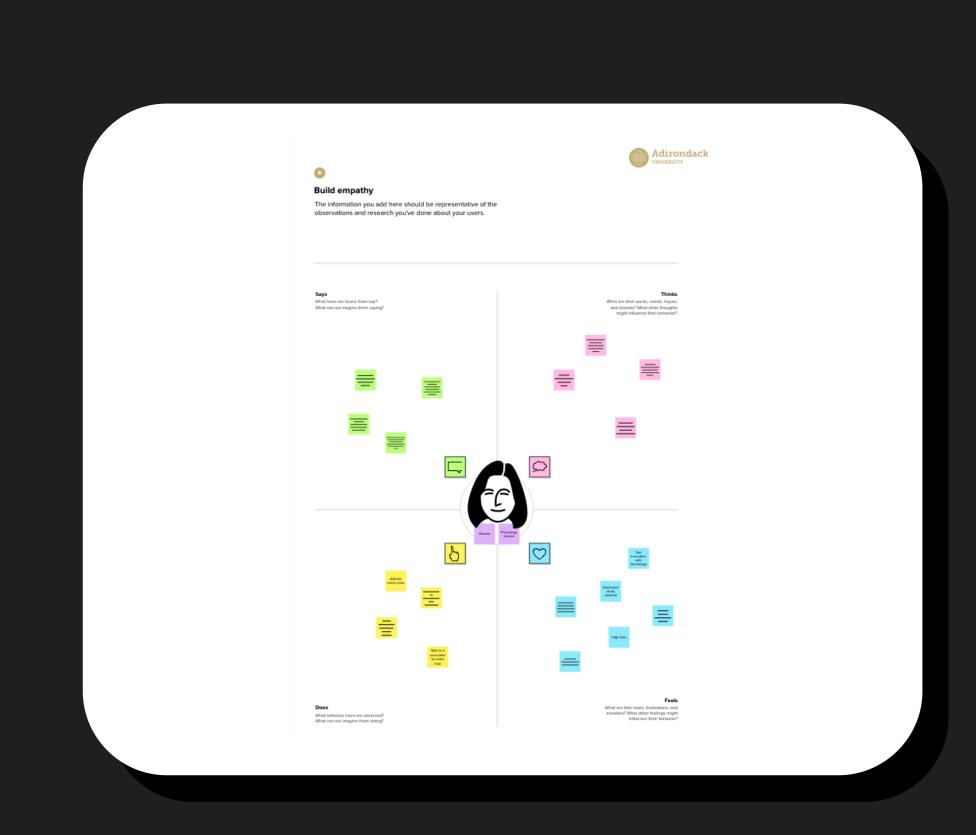
imagination.

Feels
What are their fears, frustrations, and

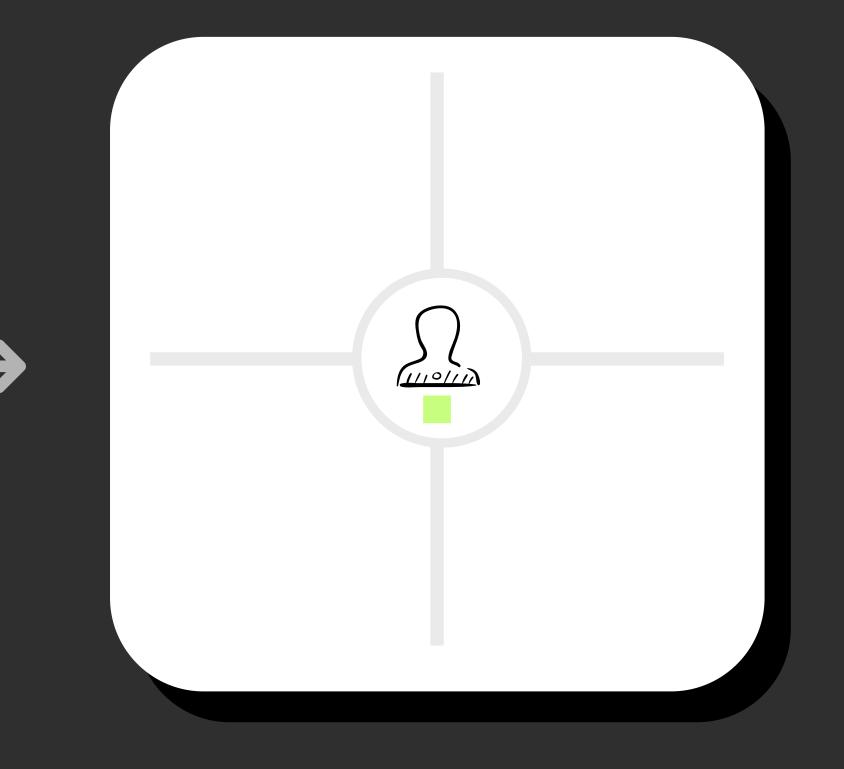
influence their behavior?

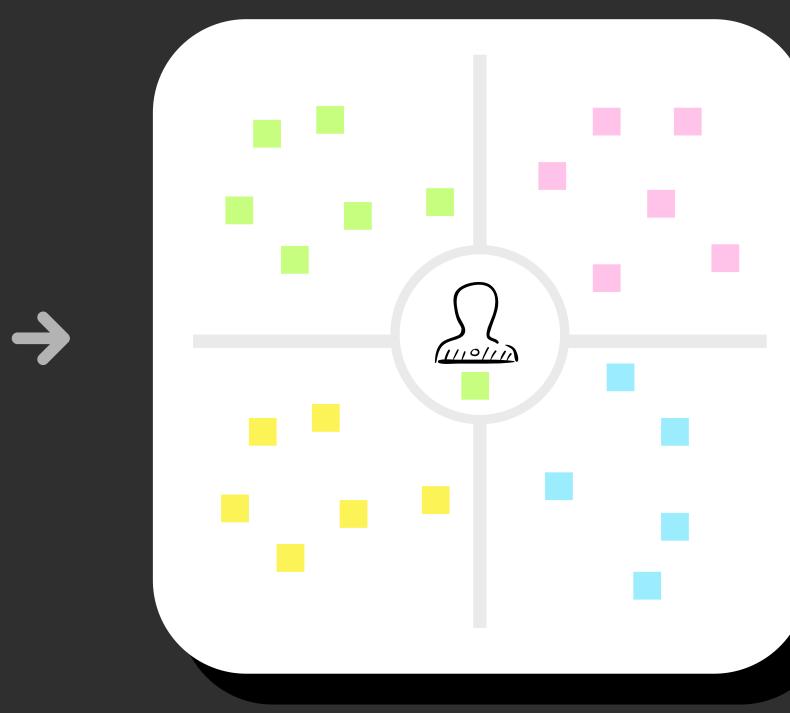
anxieties? What other feelings might

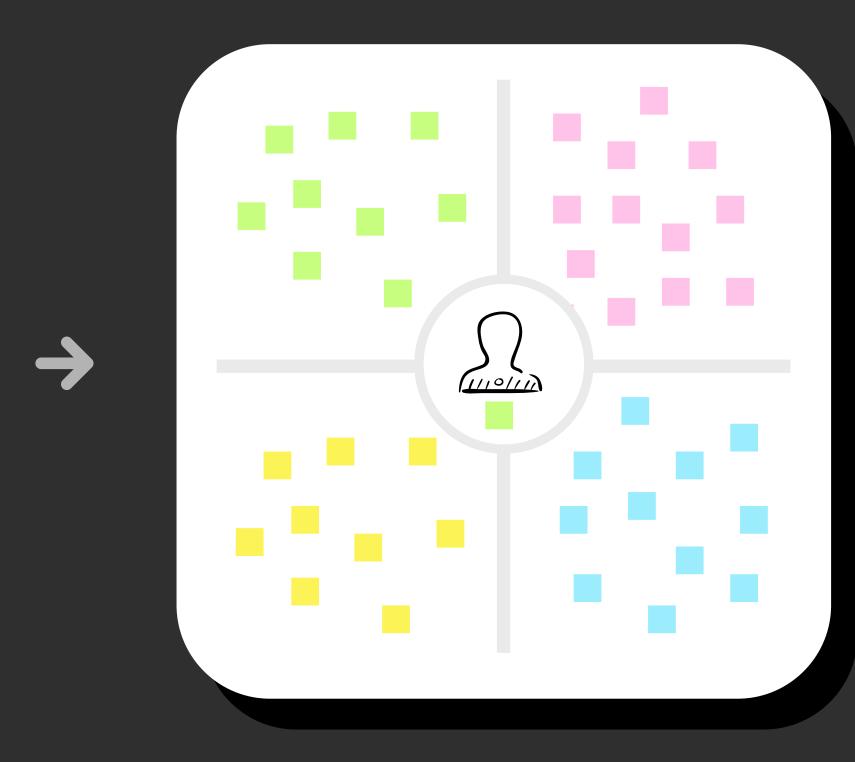
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