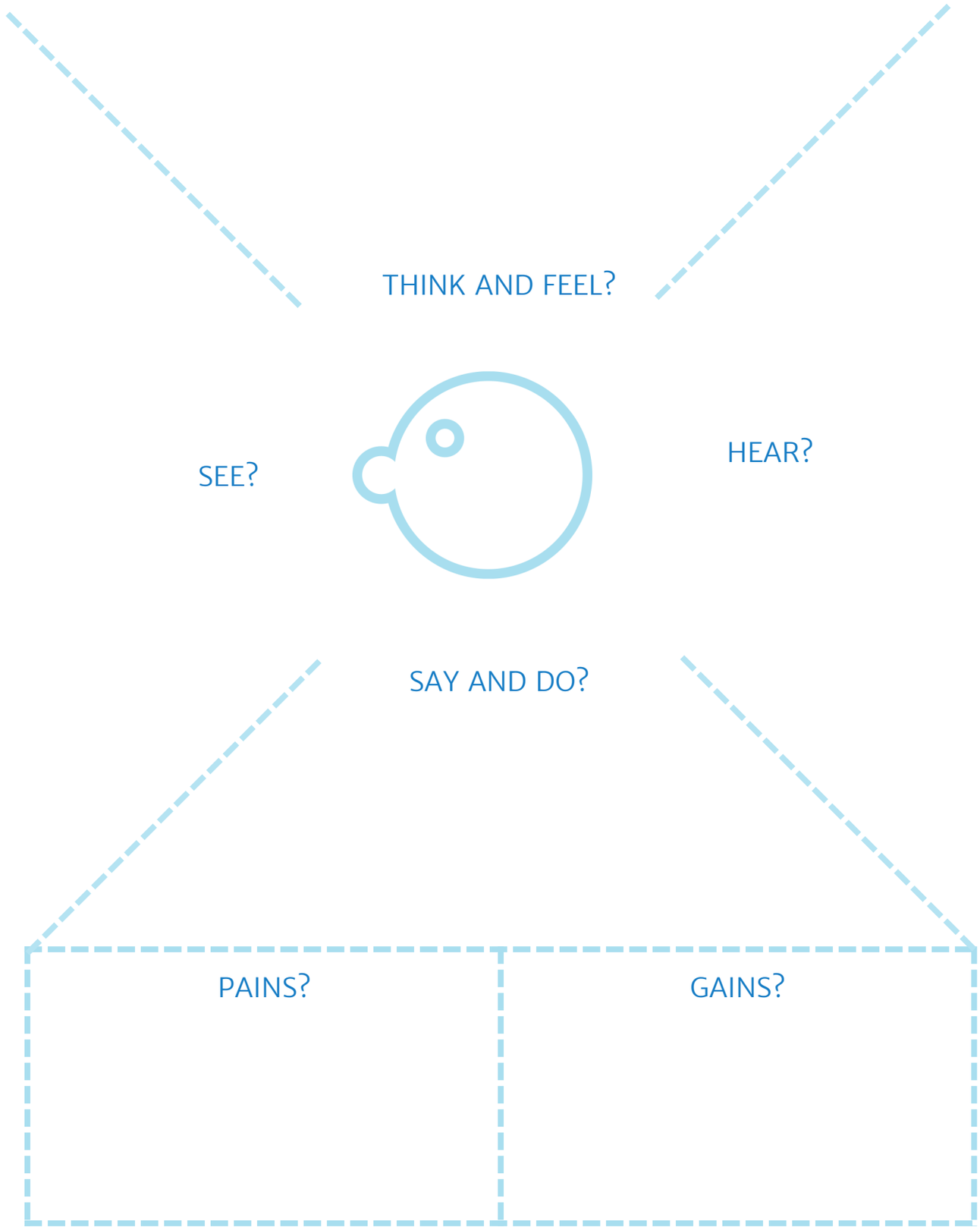
Empathy Map



FORGE Service Lab – Service Design Toolkit