

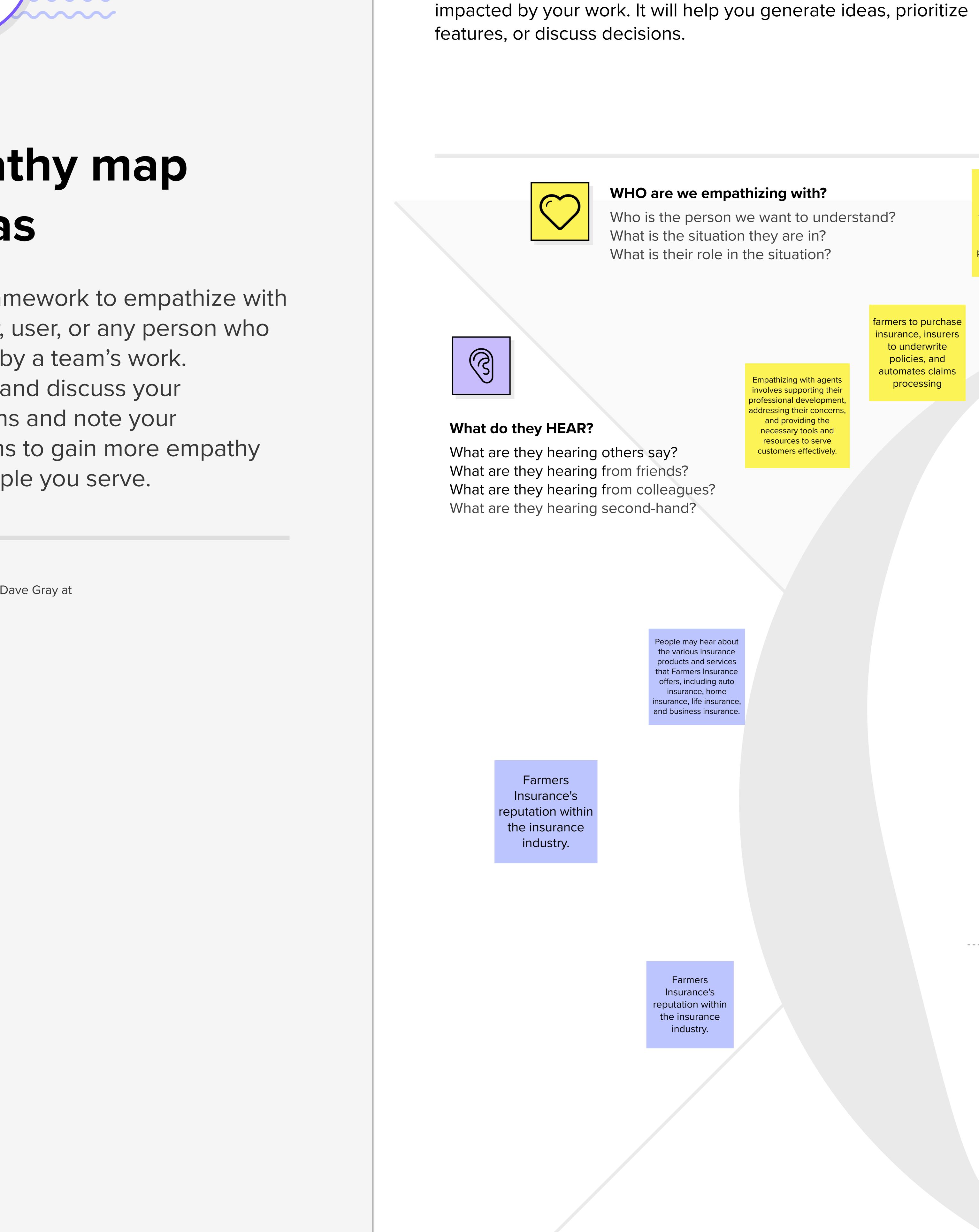
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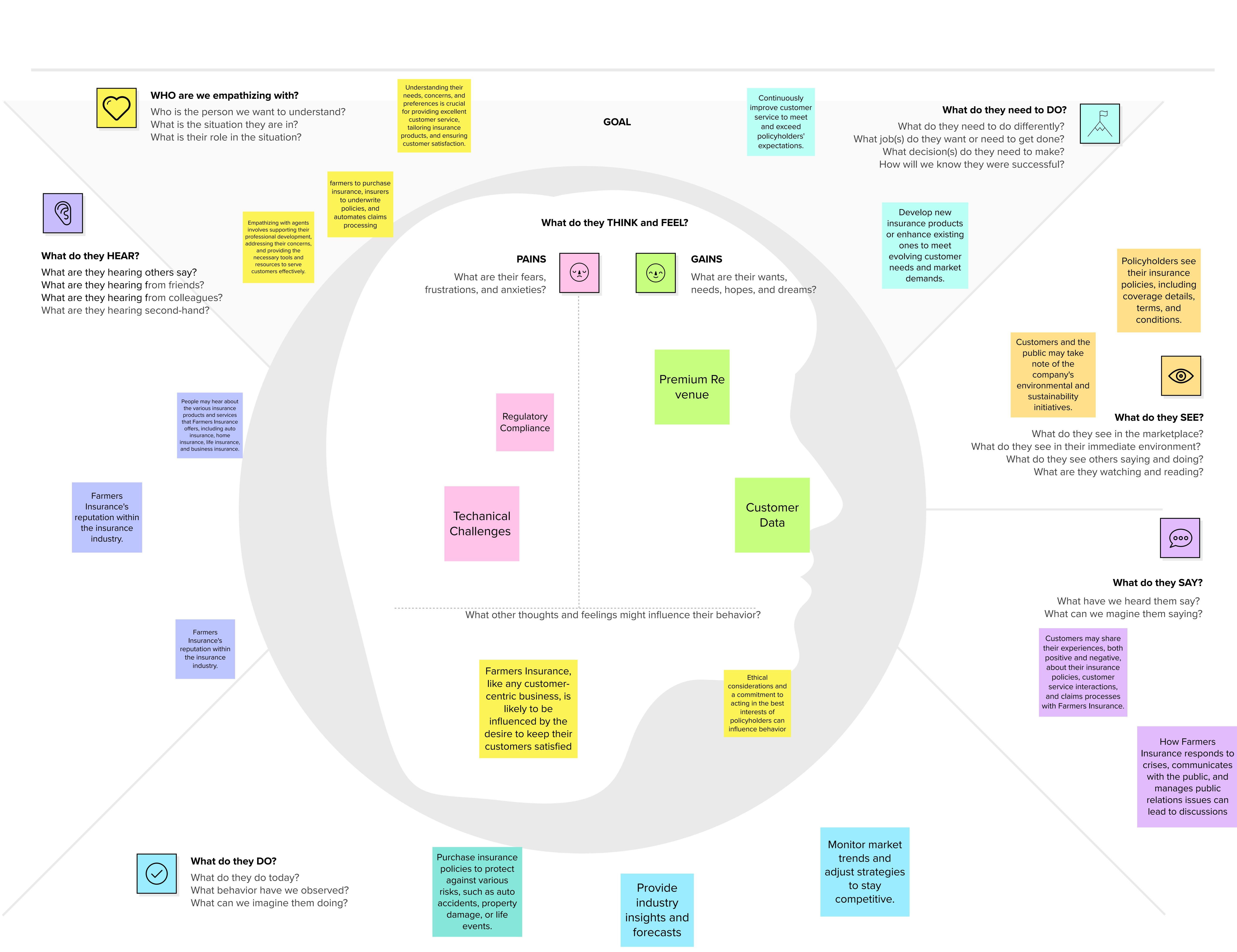
Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

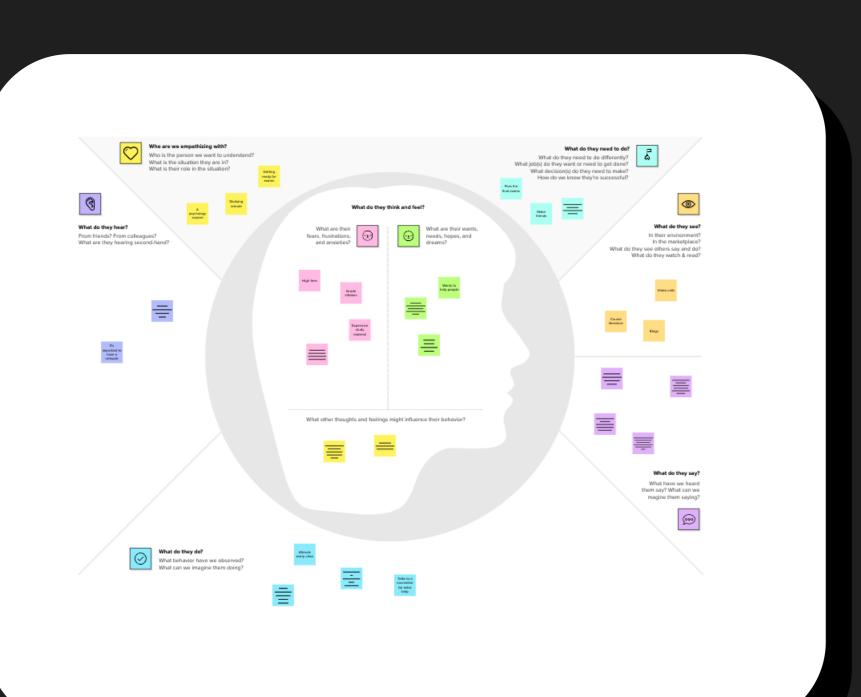
Originally created by Dave Gray at



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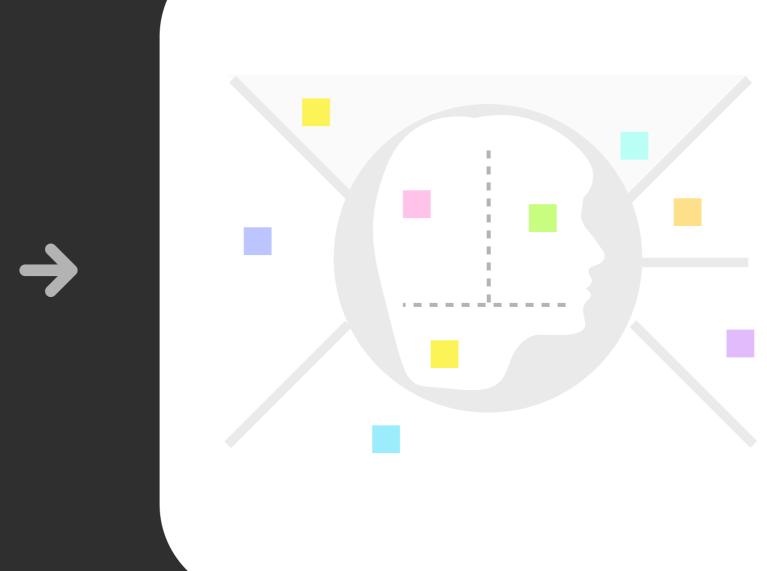






Need some inspiration? See a finished version of this template to kickstart your work.





Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are

