

## 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.

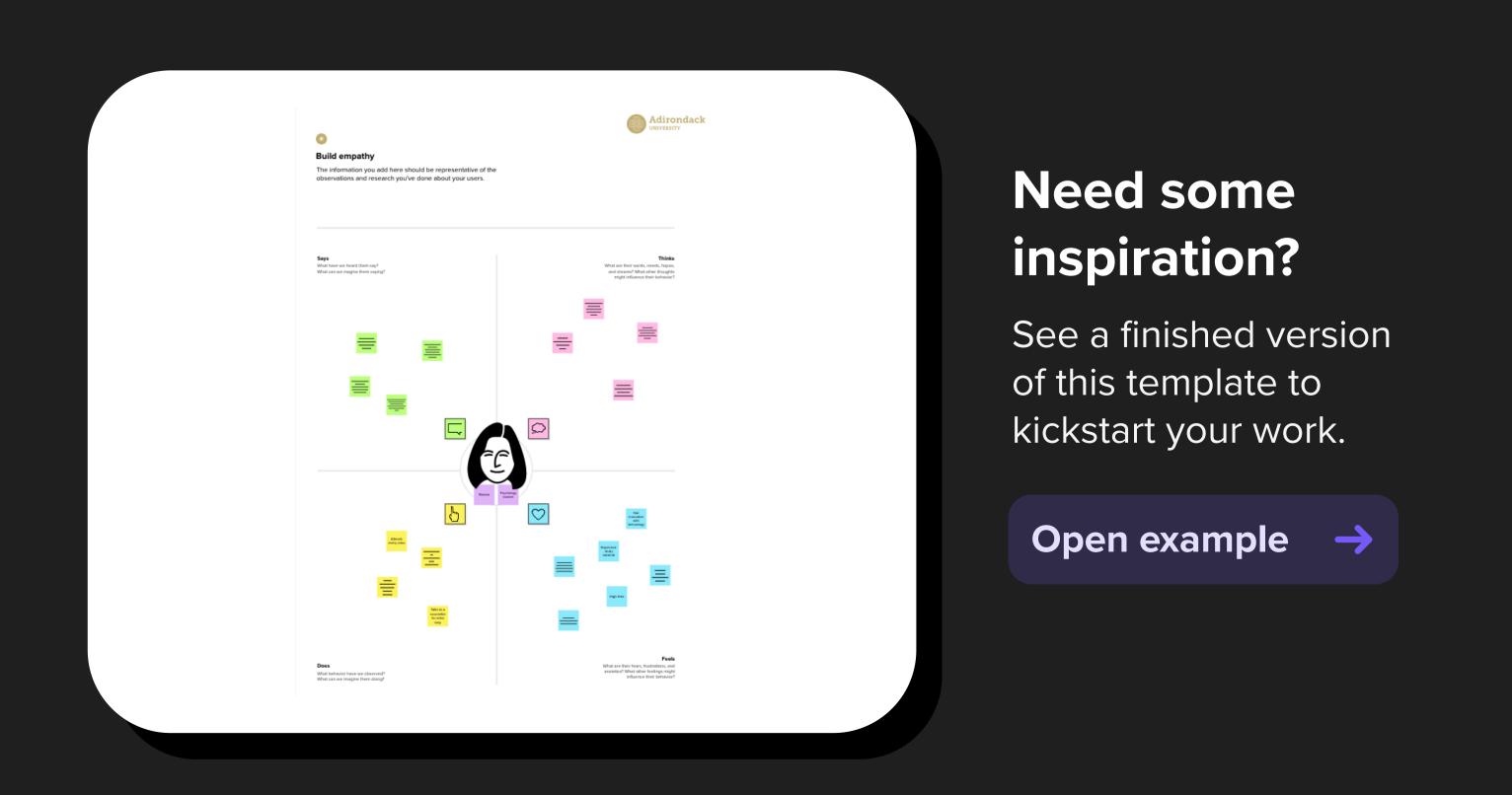
**Build empathy** 

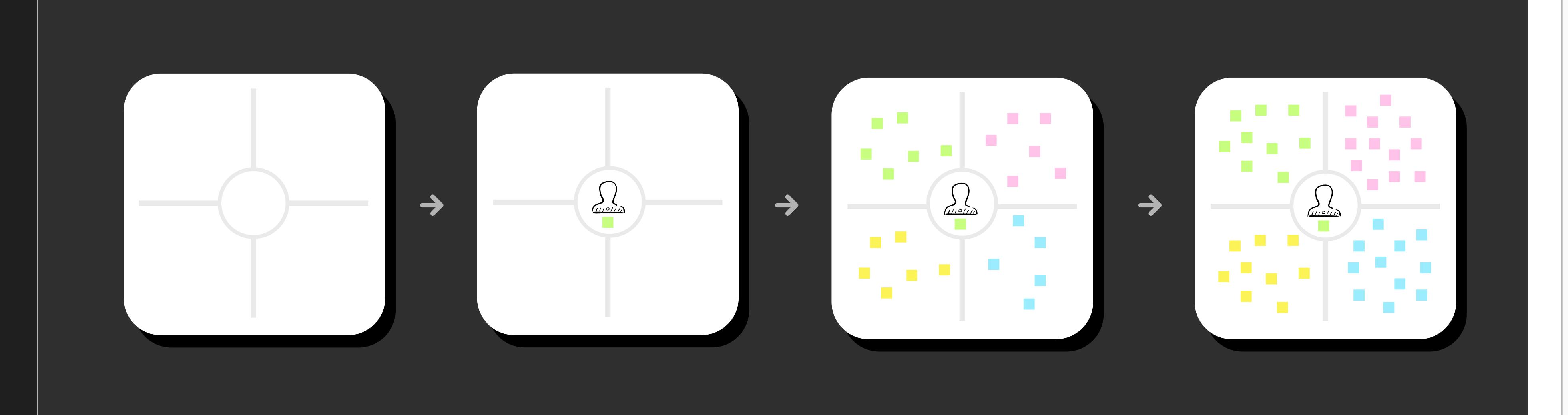
What can we imagine them doing?

The information you add here should be representative of the









influence their behavior?