

# Says

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

"I need to redesign my living space."

"I want a modern and minimalistic interior."

# **Urbanaura Interiors**

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Researching interior design trends online.

Asking friends for recommendations.

## **Thinks**

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



"I hope they can capture my vision."

> "Interior design can be expensive; I need value."

Excitement about the prospect of a new interior.

Anxious
about making
the right
design
choices.

### **Feels**

What are their fears, frustrations, and anxieties? What other feelings might influence their behavior?



### Does

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

