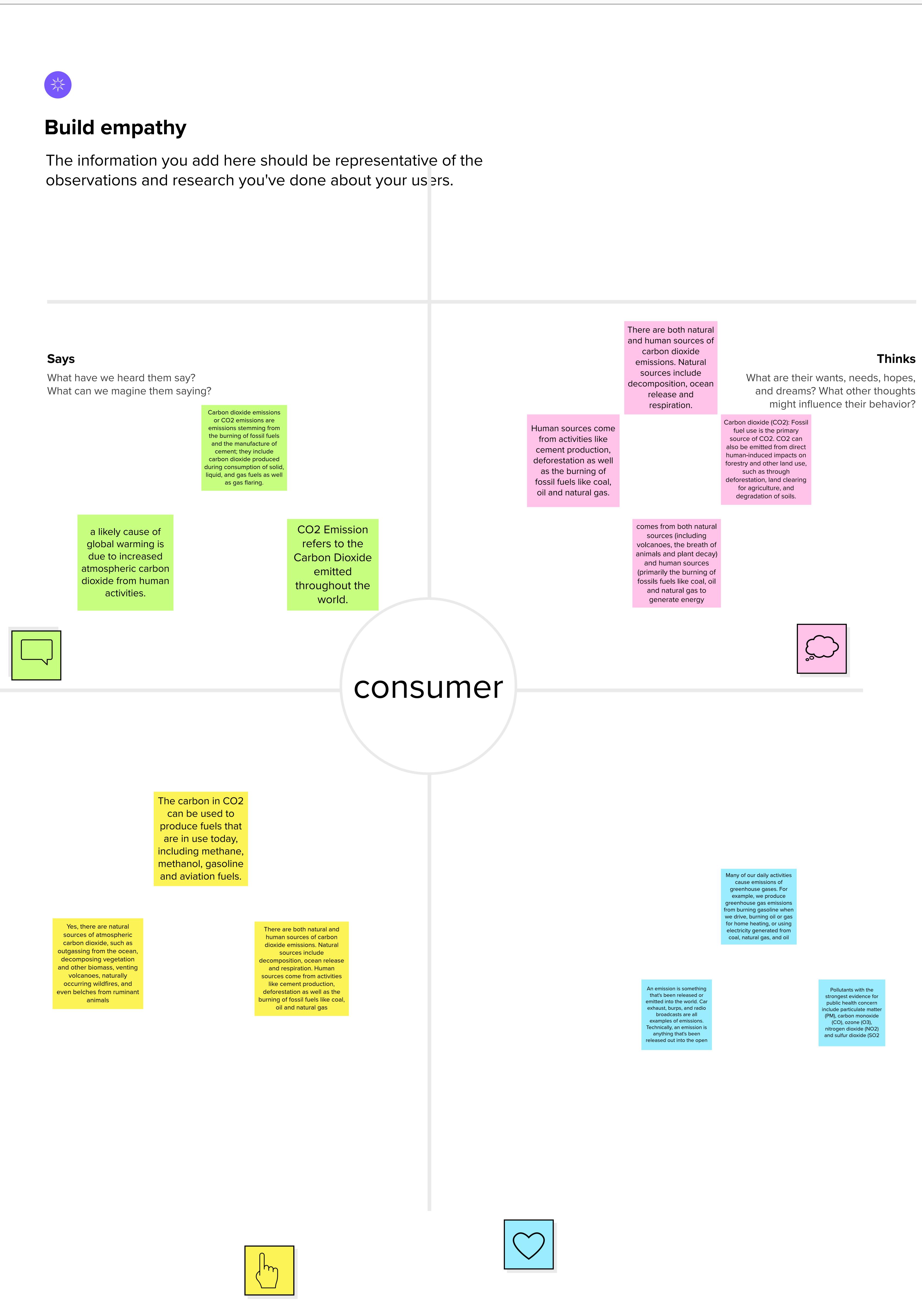


Empathy map

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.





What behavior have we observed?

What can we imagine them doing?

Does

Feels

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

