



Says

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



Thinks

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

Background
is amazing

Quality is
good

overall
view is
Excellent

Font Style
is Adorable



Neat
Presentation

Background
Color is
greatfull

Very Quick
finishing
this work

Border less
Certificate
is
awesome



Does

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



Feels

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