

Empathy Map

Say

I don't know the
language

What should I do

How should I
convey my message

Is there any way to
learn

Can I learn it
online

Where to start

Think

Will I be able to
learn?

Is it easy ??

Will they
understand what I'm
trying to tell

Will I be able speak
properly?

Will I sound
funny?

Do

Search the website
to learn basic
language

Watch the youtube
videos and learn

Try to speak in
actions

Try to write and
convey

Be more expressive

Feel

Helpless

Scared

Worried

Tensed

Fatigue

Overwhelmed