

Empathy map canvas

Use this framework to empathiz a customer, user, or any person is affected by a team's work.

Document and discuss your observations and note your assumptions to gain more empfor the people you serve.

Originally created by Dave Gray at





Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.









