

## Says

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

Ebook cover

using canva

**Thinks** What are their wants, needs, hopes, and dreams?

What other thoughts might influence their behavior?



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S.Surya

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**Feels** 

## 

Does

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



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



