Template

Empathy map canvas

Use this framework to empathize with a customer, user, or any person who is affected by a team's work. Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at

XPLANE®

Share template feedback

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.

WHO are we empathizing with?

Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?

our team members

discussing in the project ideas

team memeber and working with group in team

What do they HEAR?

What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

yes

yes,we listening the team mates ideas

yes ,we listening colleage ideas

searching datas

GOAL

What do they need to DO?

What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?

team members having seperate question and works

yes successfully

datas collecting to the project

seperate work to separte team mebers

What do they THINK and FEEL?

PAINS

What are their fears, frustrations, and anxieties?

understand the project to hard in this their fear

their anxieties for project to well completed to their wish

in this project was easy to look like but their frustrations in this project was hard

GAINS

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

people need help

to successfully complete the project in our dreams

class to hopes and dont cheating

our college lab and seeing the systems and all students discussing our team mates

working and discussing team members

ads to cure the disease and ml project data

mural.co watched by all students the reading questions and naswering

What do they SEE?

What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?

What do they SAY?

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

its hard to understand butwe can learn quickly and access the project

yes we do imagine the chronic kidney patient

What other thoughts and feelings might influence their behavior?

good and small fears

doing best in project and collecting datas

confidence to complete the project

their influence and behaviour in the project

What do they DO?

What do they do today?
What behavior have we observed?
What can we imagine them doing?

creating project ideas

machine learning project to observed idea

we imagine to do machine learning project creating

Need some inspiration?

See a finished version of this template to kickstart your work.

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