

IDEATION PHASE

EMPATHIZE AND DISCOVER

Date	01/11/2025
Team ID	NM2025TMID02331
Project Name	Lease management

Empathy Map Canvas:

Empathy is about understanding the needs, concerns, and pain points of stakeholders involved in lease management, such as lessees, lessors, and internal stakeholders. By putting yourself in their shoes, you can better understand their perspectives and develop solutions that meet their needs. This information can be used to identify areas for improvement, optimize lease portfolios, and develop effective lease management strategies. Recognizing the importance of timely lease renewals and terminations for lessees, and proactively managing these processes to minimize disruptions.

Understanding the concerns of lessors, such as ensuring timely rent payments and maintaining property conditions, and addressing these concerns through effective communication and issue resolution. Recognizing the needs of internal stakeholders, such as finance and operations teams, and providing them with accurate and timely lease data to inform business decisions.

The benefits of empathy in the workplace



Better cross-cultural communication and management



Better performance



Better leaders



Improved team morale



Helps to curb and eliminate toxic workplace behaviors



Boosts customer service



Stronger connections and relationships



Helps mitigate issues like employee burnout



Analyzing lease data to identify trends, patterns, and areas for improvement, such as lease renewal rates or rent payment histories. Conducting interviews with stakeholders, such as lessees, lessors, and internal stakeholders, to gain a deeper understanding of their needs and concerns. Mapping lease management processes to identify inefficiencies, bottlenecks, and areas for improvement. Developing stronger relationships with stakeholders through empathy and understandi