

## Empathy map canvas

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

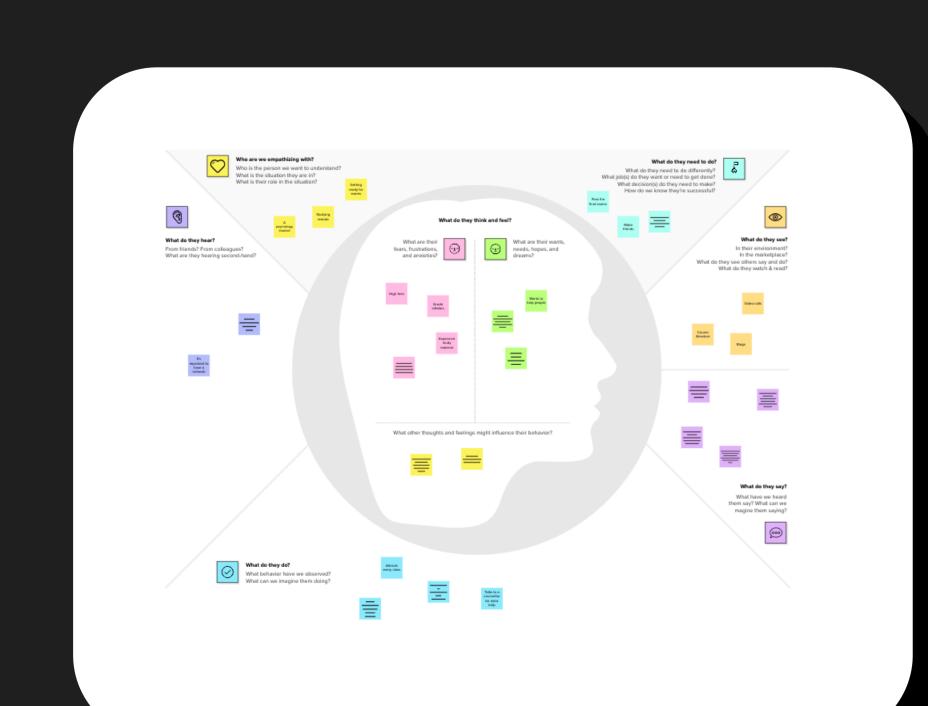
Document and discuss your observations and note your assumptions to gain more empathy for the people you serve.

Originally created by Dave Gray at



XPLANE®

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Need some inspiration?

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

Open example



