



**Says**

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

I like to watch youtube videos.

Watch and enjoy

It feels good while watching youtube



**Thinks**

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

How long the videos play...?

Does the channel gets more viewers...?

Does the channel gets hacked or not...?



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**Does**

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



**Feels**

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