

Goal

- Who are empathizing what?
- Who is the person you want to understand?
- What is the situation they are in?
- what is there role in that situation?

- What do they need to do?
- What do they need to do differently?
- What decision do they need to take?
- How we will know they are succesful?

PLAINS



What are their fears, frustation and anxiety



GAINS

What are their Wants, needs, hopes and dreams

What are others thoughts and feelings
might influence their behaviour?

- What do they want?
- What are they hearing from others?
- What are they hearing from friends?
- What are they having secound hand?

- What do they see?
- What do they see others doing?
- What are they watching and reading?
- What do they see in working?

- What do they say?
- What do we hear them saying?
- What can we imagine them saying?

- What do they do?
- What do they do today?
- What behaviour you have observed?
- What can we imagine them doing?