



Says

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



Thinks

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

An empathy map is a collaborative visualization used to articulate what we know about a particular type of user. It externalizes knowledge about users in order to fcreate a shared understanding of user needs, and 2)aid in decision.

Empathy is the ability to see things from another's perspective and feel their emotions. putting yourself in another person's shoes might lead you to act with compassion and do what you can to improve their situation. In doing so you can reduce the another person's distress as well as your own.

I want to have a healthy and fulfilling relationship. build a little family, raise my children, keep my family safe and provide their needs.

Emotions can have a significant impact on our thoughts and behavior. here are a few ways that emotions can influence us: perception: emotions can affect how we perceive things.



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Postures, movements, nonverbal and verbal behavior-all can be observed. Watching people, seeing their behaviors, looking at their performance, is interesting for many reasons.

The result of something called a "mental workplace", a neural network that coordinates activity across multiple regions of the brain.

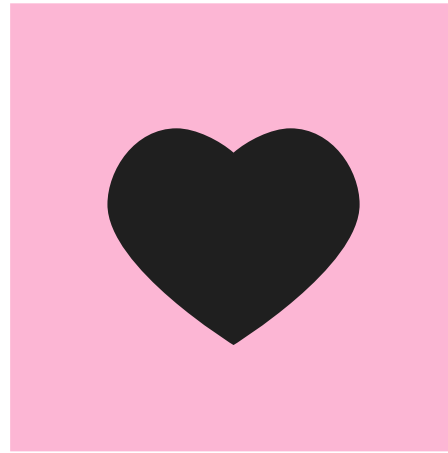
When it goes unchecked anxiety can lead to much more then just feelings of nervousness of fear. If these emotions go long enough without proper management.

Our thoughts create our feelings and our feeling drive our behavior. Let's take a simple example.



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?

See an example