



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?

work and  
related  
experience

awards and  
honors

activities /  
hobbies

altering an  
individual are  
groups  
actions or  
habits

colsing a  
tough sale

supervising  
a team



Thenmozhi's Group  
Create a Resume

postures,movements  
,nonverbal and  
verbal behavior

the systematic  
recording of  
behavior bye  
an external  
observer

notice  
posture

personal  
frustration

conflicting  
frustration

pressure  
frustration



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?