

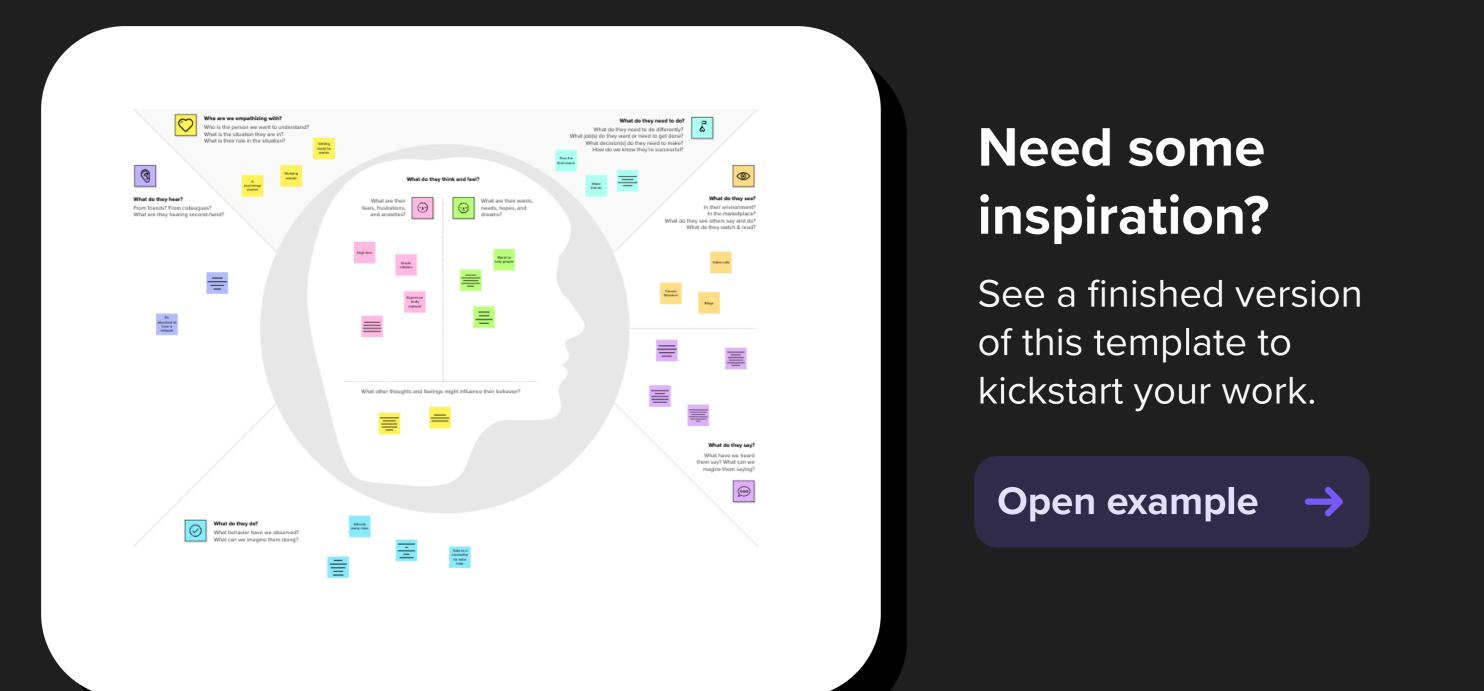
canvas

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



Use this framework to empathize with for the people you serve. Originally created by Dave Gray at

Share template feedback





Develop shared understanding and empathy

Summarize the data you have gathered related to the people that are impacted by your work. It will help you generate ideas, prioritize features, or discuss decisions.

