

Empathy map

Use this framework to develop a deep, shared understanding and empathy for other people. An empathy map helps describe the aspects of a user's experience, n and pain points, to quickly understand your users' experience and mindset.

Build empathy The information you add here should be representative of the observations and research you've done about your users. Says **Thinks** What have we heard them say? What are their wants, needs, hopes, What can we magine them saying? and dreams? What other thoughts Good mark might influence their behavior? It is used to very well find out the financial Good ability of support repitation students Giving confident to Creativity students very good knowledge Teachers who teach well A CRM APPLICATION FOR SCHOOLS/ COLLEGES It will be Can be quality done at teaching They will low cost be highly creative Best protection Very good result Very well of the communication skill **Feels** What are their fears, frustrations, and anxieties? What other feelings might influence their behavior? Does What behavior have we observed? What can we imagine them doing?

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