



**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?

Make it  
flawless

To be loyal

Good  
looking one

Conscious in  
everhing

Cautious

Safe game is  
good

Active  
participation

Research in  
new topics

Spend more  
time in  
reading

Great to be  
inspired

Proud to be  
part of  
academic  
programs

Over-  
whelmed



**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?