

Annex for Workshop Design IT

Empathy map

<p>SAY What are some quotes and defining words your user said?</p>	<p>THINK What might your user be thinking? What does this tell you about his or her beliefs?</p>
<p>DO What actions and behaviors did you notice?</p>	<p>FEEL What emotions might your subject be feeling?</p>
<p>NEEDS</p>	
<p>INSIGHTS</p>	