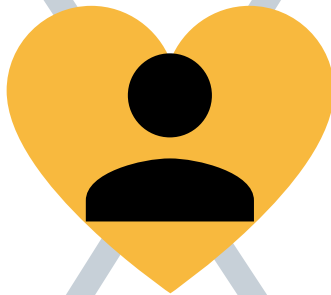


Empathy Map

Thinking & Feeling

Seeing

Hearing



Saying & Doing