



EMPATHY MAP

Says

What important words or quotes has this person said? Which phrases help define how they see the world?

What actions or behaviors have you observed from this person? What can you infer from these?

Does

Write the name of the fictional character or historical figure whose perspective you are exploring.



Thinks

What might this person be thinking? What beliefs, assumptions, or concerns might be shaping those thoughts?

What emotions might this person be experiencing? What clues or cues point to these feelings?

Feels