Name: Date: Class:

Name of Interviewee (user):

**Empathy Map**

|  |  |
| --- | --- |
| **Say**  A direct quote or small summary of something you heard the speaker say. | **Think**  Thoughts you believe the interviewee had, that may not have been directly expressed or explicitly stated. This inference is based on what the speaker said or did. |
| **Do**  A specific action, expression, gesture made by the interviewee while telling their story. | **Believe**  Unspoken beliefs you believe the interviewee had, that may not have been directly expressed or explicitly stated. This inference is based on what the speaker said or did. |