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.  |