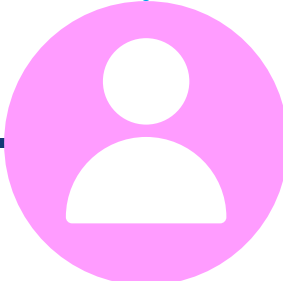


# EMPATHY MAP

SAYS

DOES



THINKS

FEELS

