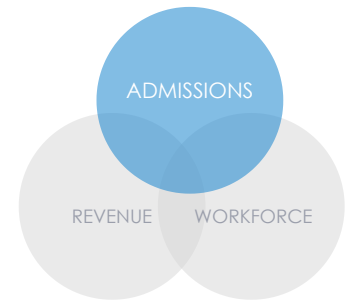


# EMPATHY MAP

*Empathy is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position. How we visualise + articulate what we know about a resident / client / family member. Thoughts. Feelings. Action. Results.*



## MY ACTIONS

What actions are the resident / client / family member trying to complete? What questions do they need answered?

## MY FEELINGS

How is the resident / client / family member feeling about the experience? What really matters to them?



## MY INFLUENCES

What people, things or places may influence how the resident / client / family member acts?

## MY PAIN POINTS

What pain points might the resident / client / family member be experiencing that they hope to overcome?

## MY OVERALL GOAL

What is the resident / client / family members ultimate goal? What are they trying to achieve?

