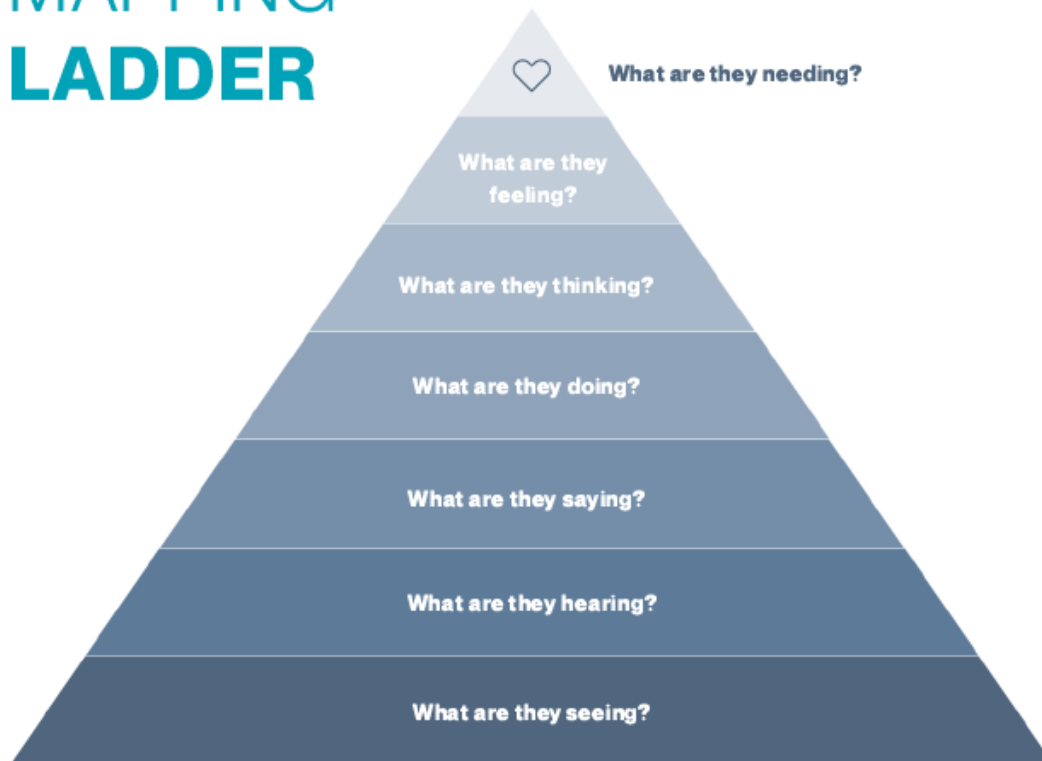


EMPATHY MAPPING LADDER



With a team member in mind, review these guiding questions and come up with at least 3 bulleted responses to each.

1. What are their needs, wants, and goals?
 - a.
 - b.
 - c.

2. What barriers or challenges exist that might prevent them from achieving these goals?
 - a.
 - b.
 - c.

3. How can we address these barriers and challenges to help them achieve their goals?
 - a.
 - b.
 - c.

