Empathy Map

SAYS

What was your family saying?

THINKS

What were you worried or excited about?

WHO?



Name of your family

FEELS

What feelings, positive or negative, did your family experience?

DOES

What did your family do to navigate this experience?

PAIN

What were your frustrations and challenges?

GAIN

What are your goals? What can make you happy?

CAROLINAS CREDIT UNION LEAGUE

Principles & Philosophy CONFERENCE

CAROLINAS CREDIT UNION FOUNDATION