

TOOL

9 Empathy map

Empathy maps are a way of visualising a person's attitudes and behaviours. You can create one by creating it in person or designing it virtually. Either way, the results are similar and useful when gathering information about Youth PB participants.

Instruction:

You need to draw four lines to create four separate quadrants, in each quadrant you'll label the content you need, in this case: said, did, thought and felt.

Our empathy map will highlight feelings and thoughts of participants regarding the youth PB process.

Empathy map

The diagram is a large light green rounded rectangle divided into four quadrants by a vertical dashed line and a horizontal dashed line. Each quadrant contains a label in a colored rounded rectangle: 'Said' (pink) in the top-left, 'Did' (orange) in the top-right, 'Thought' (cyan) in the bottom-left, and 'Felt' (purple) in the bottom-right.

Said	Did
Thought	Felt