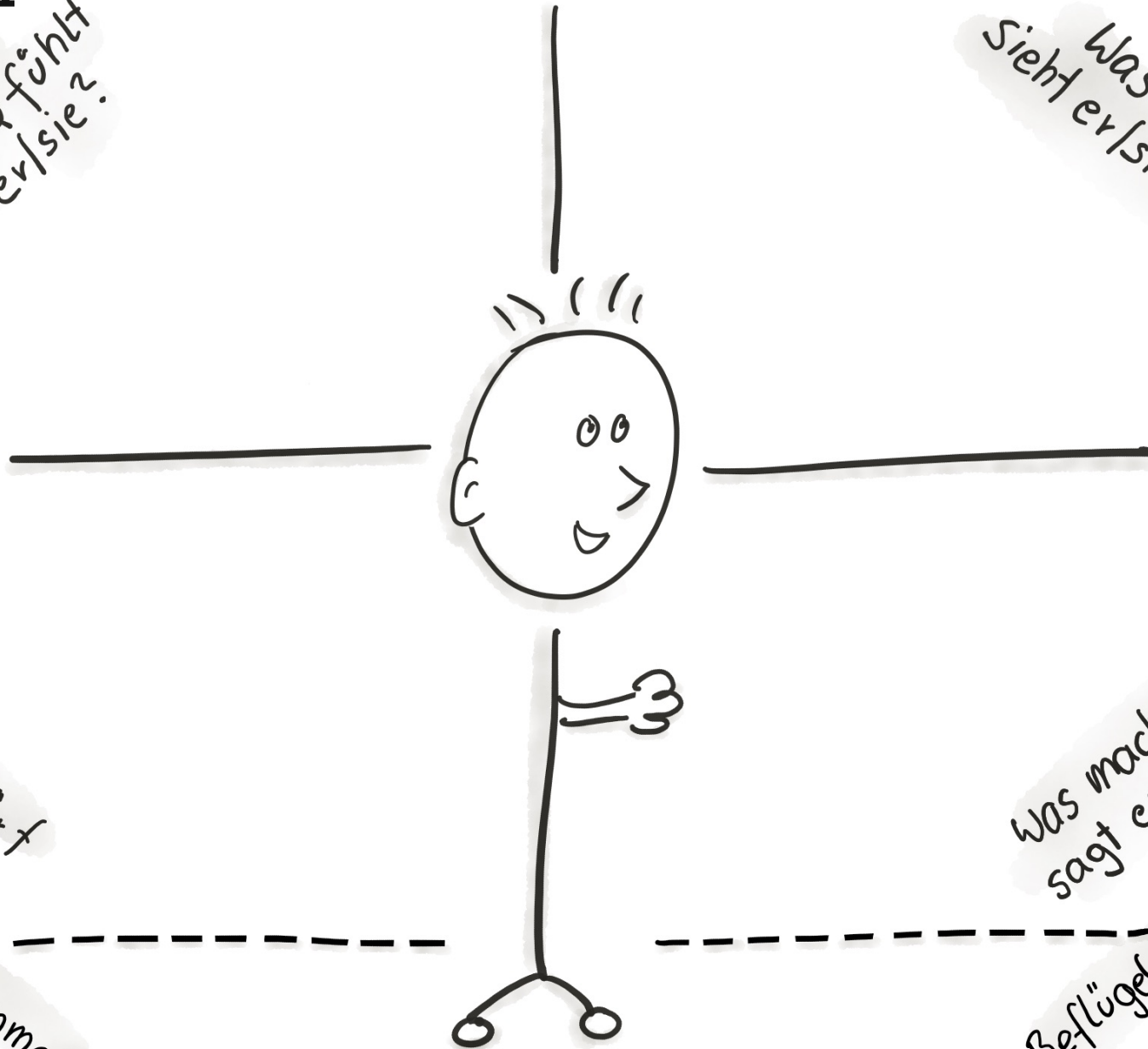


# Empathy Map:

Was denkt & fühlt er/sie?

Was sieht er/sie?



Was hört er/sie?

Was macht & sagt er/sie?

Hemmend

Beflügelnd