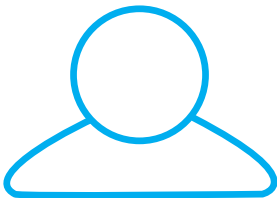


3. Journey Map

Your Person



BEFORE USING YOUR IDEA

WHEN USING YOUR IDEA

AFTER USING YOUR IDEA



ADD STEPS ON ANOTHER SHEET IF NEEDED

STEPS



What the person is thinking or feeling

What's going well for the person

What's confusing, annoying, or difficult for the person

Feelings diagram
