Completed Empathy Map

Example: Below is a completed empathy map for Jane, who is riding the school bus in the morning.

Name: Jane
Age: 11
School Grade: 5th
Favorite Food: Lasagna
Siblings: 3

When I ride the school bus...

I hear:
Other classmates chatting
The school bus' moving parts
Someone's music playing on their phone
The seat making noises because it is squishy

I see:
The neighborhood streets
Cars driving alongside the bus
People walking on the streets
I can't see what's in front because I'm in the middle of the bus

I think or feel:
Feel tired because it's early in the morning
Feel safe because I know the bus will take me to school
Think about what I'll do after school

I do:
Stay in my seat until we get to school
Talk to my neighbor
Play with my sweater sleeves