

# Empathy Map Worksheet

Use this worksheet to deeply understand the lived experiences, emotional landscapes, and identity complexities of users engaging with Queer Reflection. This map supports the creation of immersive, emotionally intelligent stories that resonate with real queer lives.

## 1. Identify the User or Identity Lens

Choose a specific user or identity position to map:

- A closeted teen in a conservative household
- A trans person navigating public spaces
- A queer elder reflecting on generational change
- A nonbinary teen coming out at Thanksgiving (e.g., from The Dinner Table)

## 2. Quadrants (Empathy Map Prompts)

Quadrant	Description	Example Prompts
<b>Says</b>	What do they say out loud—or wish they could say?	“I’m tired of hiding.” “I wish they could see the real me.” “Is this safe for someone like me?” “Why do I always have to explain myself?”
<b>Thinks</b>	What thoughts, fears, or hopes occupy their mind?	“Will they reject me if I’m honest?” “Maybe I’m broken.” “What if this encounter changes them?” “I need them to listen—not fix.”
<b>Does</b>	What actions or decisions are they making—internally or externally?	Rehearses their lines in a mirror. Avoids eye contact at dinner. Hesitates before clicking “submit.” Selects the most emotionally strategic response in the QR Encounter.
<b>Feels</b>	What emotions define their experience?	Courage and fear at once. Shame, pride, vulnerability. Betrayal, relief, resilience. The weight of history and the flicker of possibility.

**How QR Responds:** Through immersive storytelling, branching choices, and emotionally reflective conclusions, Queer Reflection transforms encounters into empathy engines—mirrors not only for queer users, but for those who’ve never lived in queer skin.

## Center: Core Needs & Pain Points

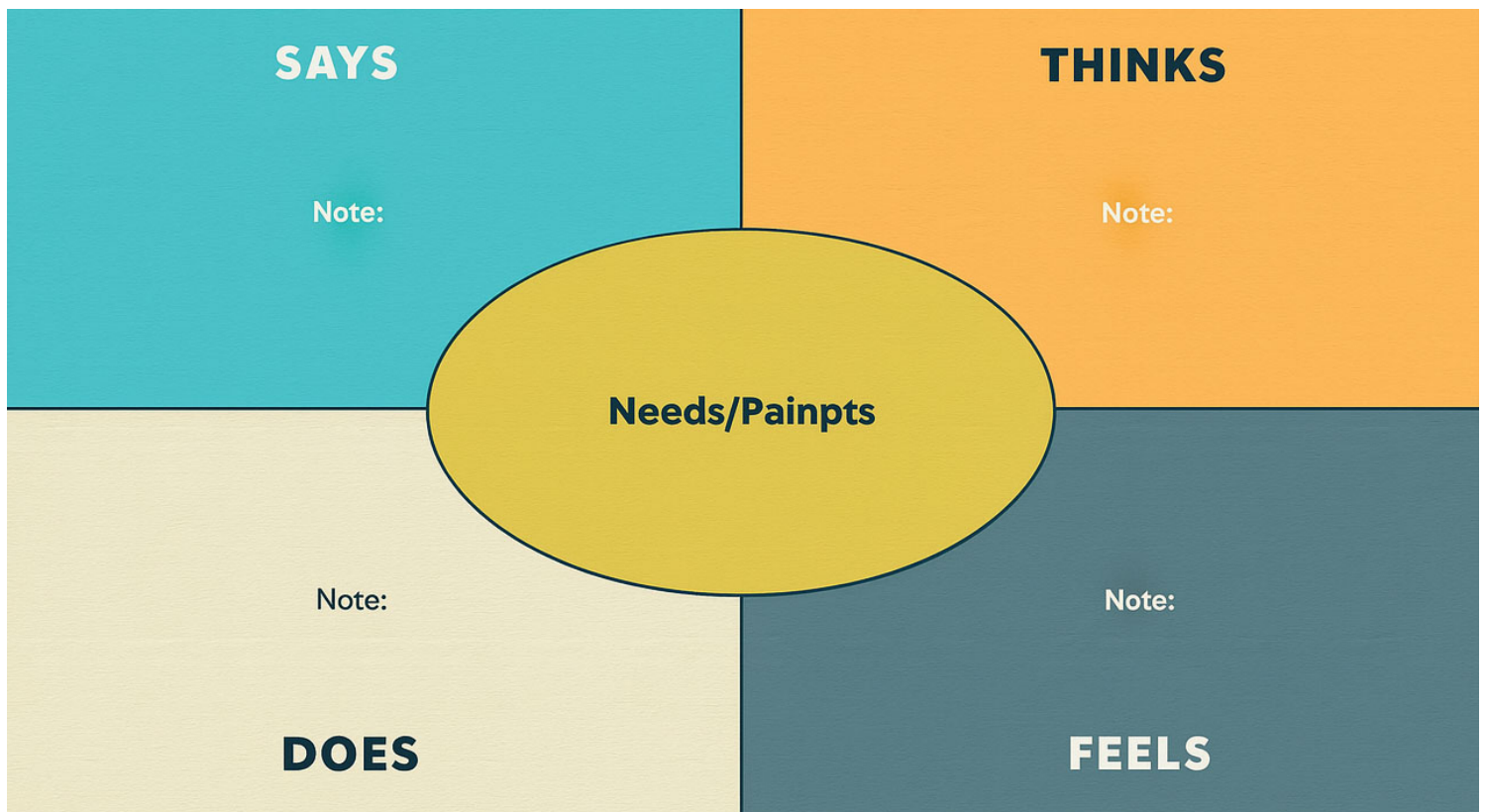
What does this person most need from the world—and from this interaction?

- To be seen without judgment and feel emotionally safe while being honest
- To make sense of rejection, silence, or love
- To heal from microaggressions, gaslighting, or erasure

## Key Principles

- Prioritize emotional truth over performative inclusion.
- Center lived queer experiences, not abstract DEI goals.
- Build encounters that reward curiosity and courage—not just correctness.
- Let tension, silence, and ambiguity breathe. Real growth happens there.
- Design to heal internalized homophobia and passive bias—one story at a time.

## Empathy Map



## Tips for Use

- Use direct user quotes from Encounter reflections, user testing, or public narratives.
- Co-create maps with queer participants when possible.
- Identify emotional inflection points—where impact happens.