EMPATHY MAP - HOUSE FIRE INTERVIEW - FIREFIGHTER

SAYS

- What did Shane say to his crew as they drove to the fire?
- What did Shane say to the family when he arrived at the fire?
- What did Shane say to the family after the fire was out?
- How did what Shane said to the family help make the situation better?

FEELS

- How did Shane feel at these stages at the fire station, on the way to the fire, when he first saw the smoke, after he first spoke to the family and when the fire was out?
- How do you think Shane felt during the interview?
- How did you feel watching the interview?
- What did you find most interesting or surprising?
- What questions would you like to ask Shane if you could?

THINKS

- What was Shane thinking at these stages at the fire station, on the way to the fire, when he first saw the smoke, after he first spoke to the family and when the fire was out?
- What choices did Shane make? What affected these choices?
- How do you think you would be thinking if you were in charge during an emergency?

SHANE

DOES

- Describe the actions Shane took at the fire station, on the way to the fire and after arriving at the fire?
- How did Shane's thoughts and feelings affect his actions?
- What else might affect someone's actions in an emergency?
- How would you describe Shane?
- How well do you think you would perform if you were in charge during an emergency?

VICTORIA