

# Legal Empathy Map

Court/Legal  
Community  
Has a Need

Need

What do they say  
they need?

Listen

How do they describe  
their need?

Gather

What skills are needed?  
Who do we know  
who will help?

Question

How/when did the need  
arise? Who is/was involved?  
What is timetable involved?

Pains

What is really bothering  
them? What are the most  
pressing considerations?

Gains

What would make them  
satisfied?

Empathy-Free  
Expressway

Typical  
Legal  
Solution

CANs Facilitating  
Better Legal Solutions  
to Help the Profession  
Better Serve Justice

# How Can ACAN Help?

March 8, 2025

Want to check out  
the materials  
discussed today?

They are linked in  
the QR  
code below



Brainstorm  
your legal  
community's  
needs here



Alva Dial  
Sidney Kanazawa  
Amy Gernon  
Randi Roth