WORKSHEET + WORKED EXAMPLE

Draw How the Work Happens

Two or more views of the work, an agreed meaning for the symbols, and a question to explore.

20 minutes | Visual sensemaking

Use it in three moves

1. Give everyone quiet time to make their own representation; words are welcome.
2. Ask each person to explain what their representation means. Others ask clarifying questions.
3. Compare perspectives and choose one thing to check in actual work.

What are we trying to understand?

Choose a situation people experience differently.

Describe or sketch your view.

Use paper, objects, or words. Drawing skill is not the point.

What does each important part mean to you?

Only the maker defines their symbols.

Draw How the Work Happens

YOUR WORKING NOTES / CONTINUED

What did another person's view reveal?

Ask for their account instead of interpreting their sketch for them.

What difference or connection is worth exploring?

Keep both experiences visible.

What will we check in the real work?

A model suggests questions; it does not prove an explanation.

A question for me

Whose representation am I treating as more credible, and why?

See one way through

FICTIONAL WORKED EXAMPLE / NOT THE ANSWER TO YOUR SITUATION

What are we trying to understand?

Why does preparing the community event feel difficult in different ways to each team?

Describe or sketch your view.

I draw a bridge with missing planks between the volunteer team and venue team.

What does each important part mean to you?

The missing planks mean unanswered questions about keys, storage, and closing time.

What did another person's view reveal?

The venue team draws a crowded doorway: many different people request changes without a single contact.

What difference or connection is worth exploring?

We may need a clearer request route as well as answers to the outstanding questions.

What will we check in the real work?

Try one event contact for a week, and ask both teams whether questions now reach the right person.

The thinking behind it

A person should be able to explain their own experience in a form that works for them. Do not let someone else's polished diagram become the official truth by default.

This is an original visual conversation activity. LEGO SERIOUS PLAY is a related, established methodology using models and participant storytelling. This tool does not reproduce its facilitation process or require LEGO materials, certification, or drawing skill.

LEGO · SERIOUS PLAY background

Read You Have a Culture Problem by Nic Payne