

ROLE PLAY

Keep the question, evidence and next decision connected. Use a fresh copy for another scenario or version.

SCENARIO & QUESTION

Start, end and uncertainty to explore.

RULES & PROPS

What service conditions must the scene respect?

ROLE A

Goal, knowledge and permitted decisions.

ROLE B

Goal, knowledge and permitted decisions.

OBSERVER

Which actions, handoffs and commitments matter?

PAUSE & ACCESS

How can people pause or choose a walkthrough?

BELOW THE SURFACE

Keep the question, evidence and next decision connected. Use a fresh copy for another scenario or version.

ENCOUNTER

Record the sequence and the difficult moment.

COMMITMENT

What was promised, and by whom?

BORROWED PERMISSION

Was information, capacity or authority invented?

REVISION

Change one condition and repeat the scene.

WHAT CHANGED

Which difference followed from the revision?

NEXT CHECK & OWNER

What needs verification in the real service?