

# EXPERIENCE MAP

Map a broader experience across services, settings and time. Keep evidence and assumptions distinct.

| SITUATION & PEOPLE | START / END / DECISION | STATUS / DATE / OWNER |
|--------------------|------------------------|-----------------------|
|                    |                        |                       |

## 01 / MAP THE EXPERIENCE

| PHASES                        | 01 / PHASE | 02 / PHASE | 03 / PHASE | 04 / PHASE | 05 / PHASE |
|-------------------------------|------------|------------|------------|------------|------------|
|                               |            |            |            |            |            |
| Activities                    |            |            |            |            |            |
| Needs & questions             |            |            |            |            |            |
| People / services / settings  |            |            |            |            |            |
| Dependencies                  |            |            |            |            |            |
| Evidence / status             |            |            |            |            |            |
| Opportunities / next question |            |            |            |            |            |

## BRANCHES & RETURNS

# BELOW THE SURFACE

Compare the conditions behind two paths. Preserve differences that could change the decision.

02 / EXAMINE ONE TRANSITION

PATH A / CIRCUMSTANCES & EVIDENCE

Who and under what circumstances?

What makes this transition possible?

What blocks, changes or reverses the path?

PATH B / CIRCUMSTANCES & EVIDENCE

Who and under what circumstances?

What makes this transition possible?

What blocks, changes or reverses the path?

03 / FROM MAP TO DECISION

Claim & supporting sources

Uncertainty & contrary accounts

Next action & decision owner

What would change our mind?