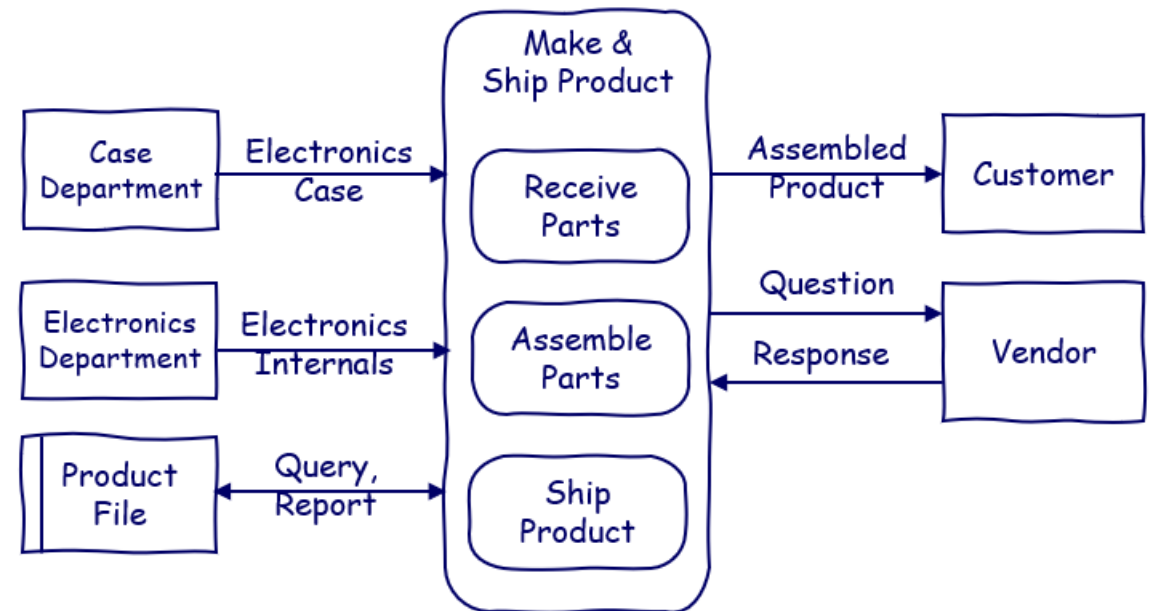
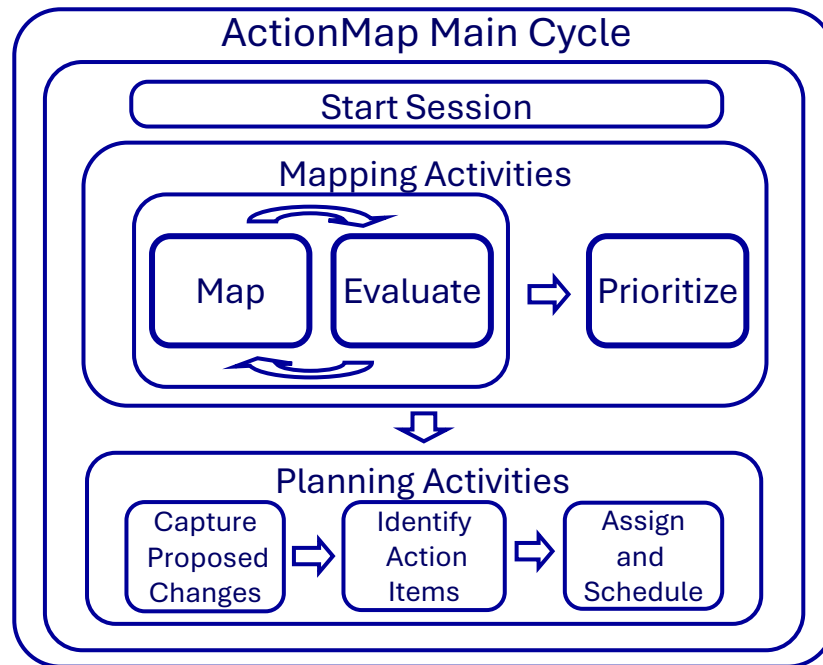


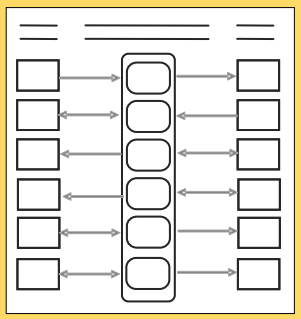
ActionMap Overview (and key techniques)



ActionMap® Toolkit™

Method Overview

The ActionMap® Toolkit™ method creates maps, evaluations and action plans using ActionMap software, or paper and pencil, flip charts and whiteboards,



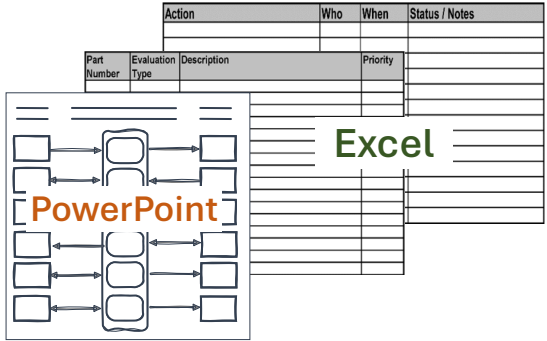
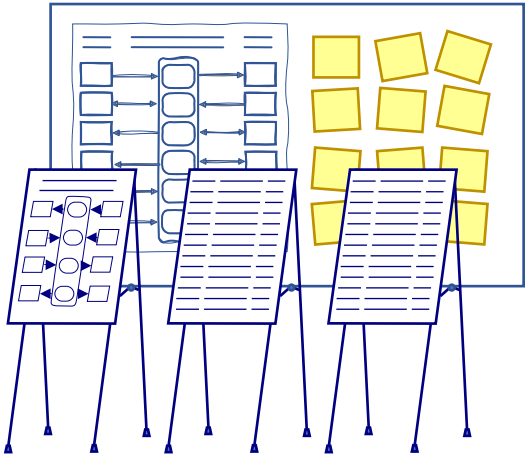
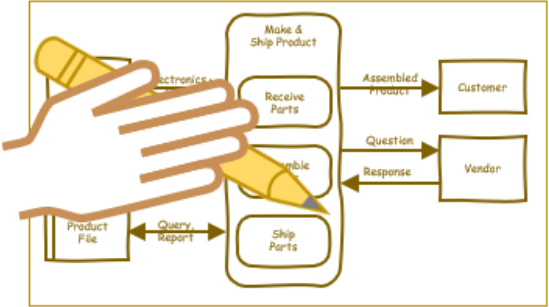
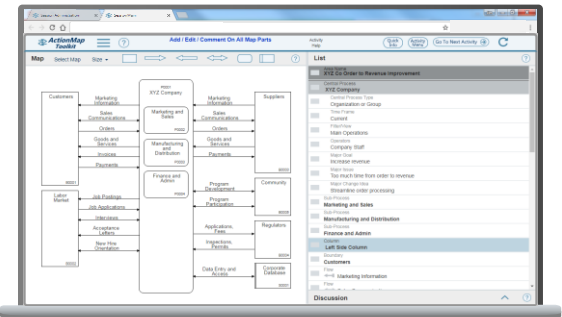
Maps

Part Number	Evaluation Type	Description	Priority

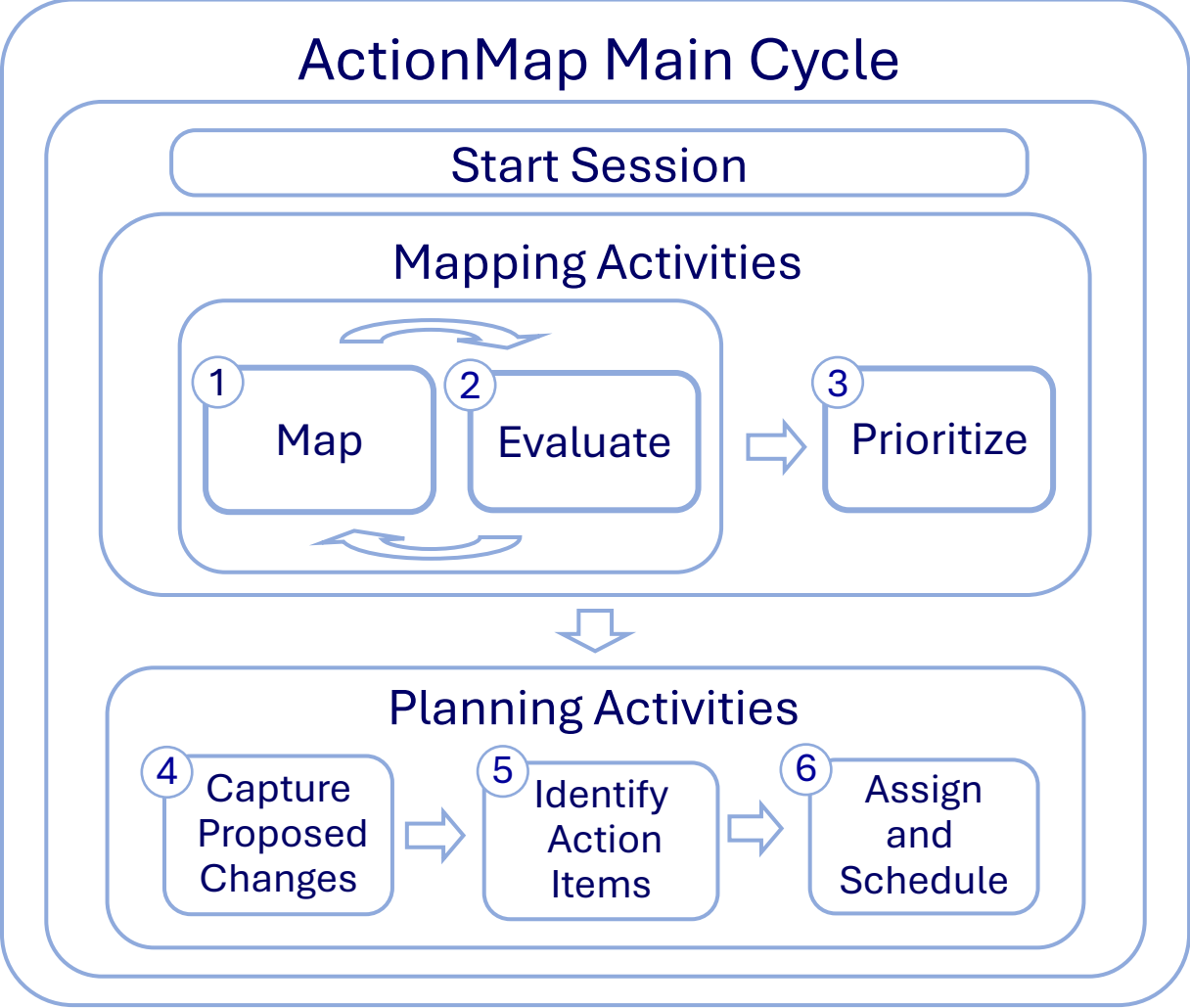
Evaluations

Action	Who	When	Status / Notes

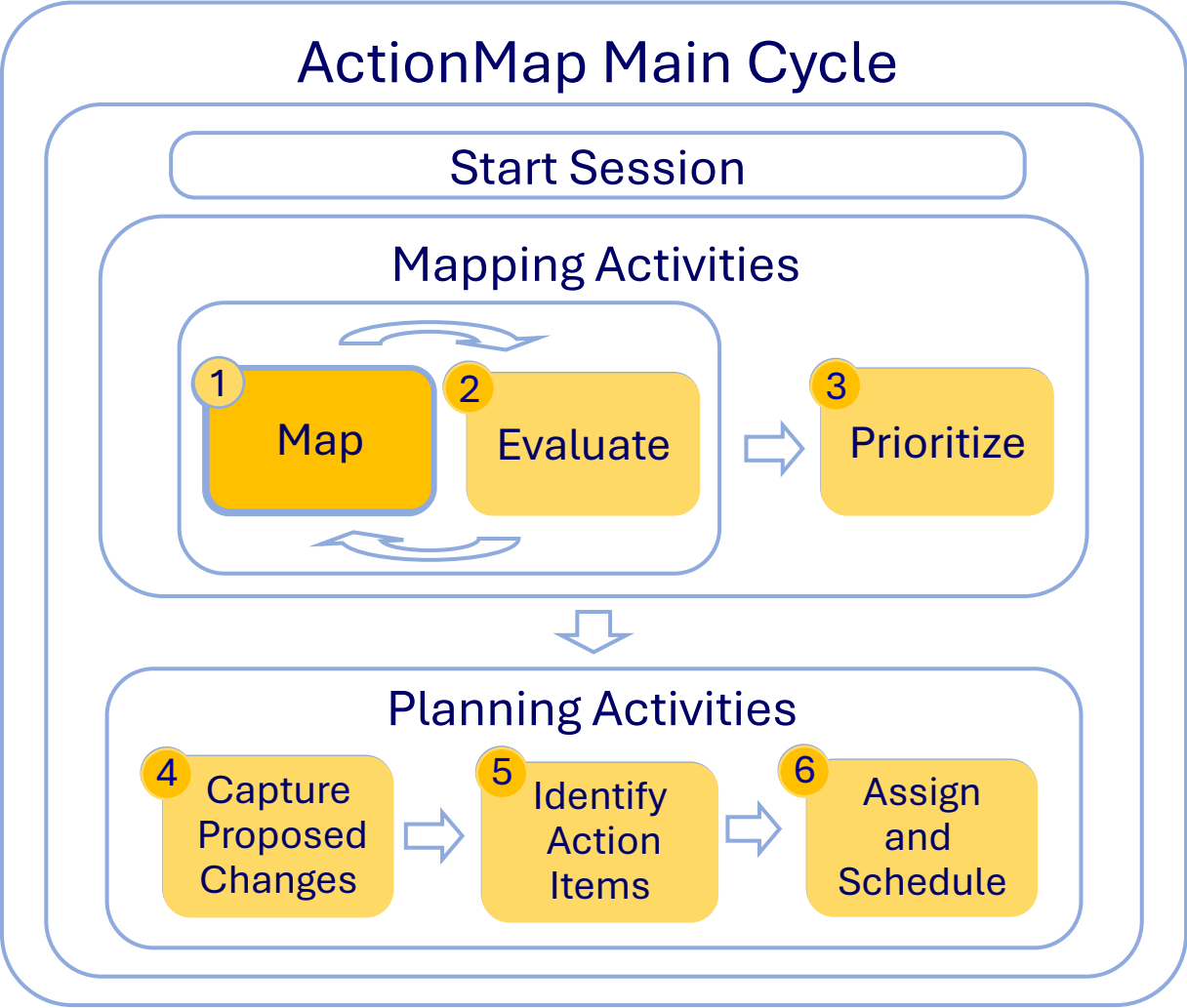
Action Plans



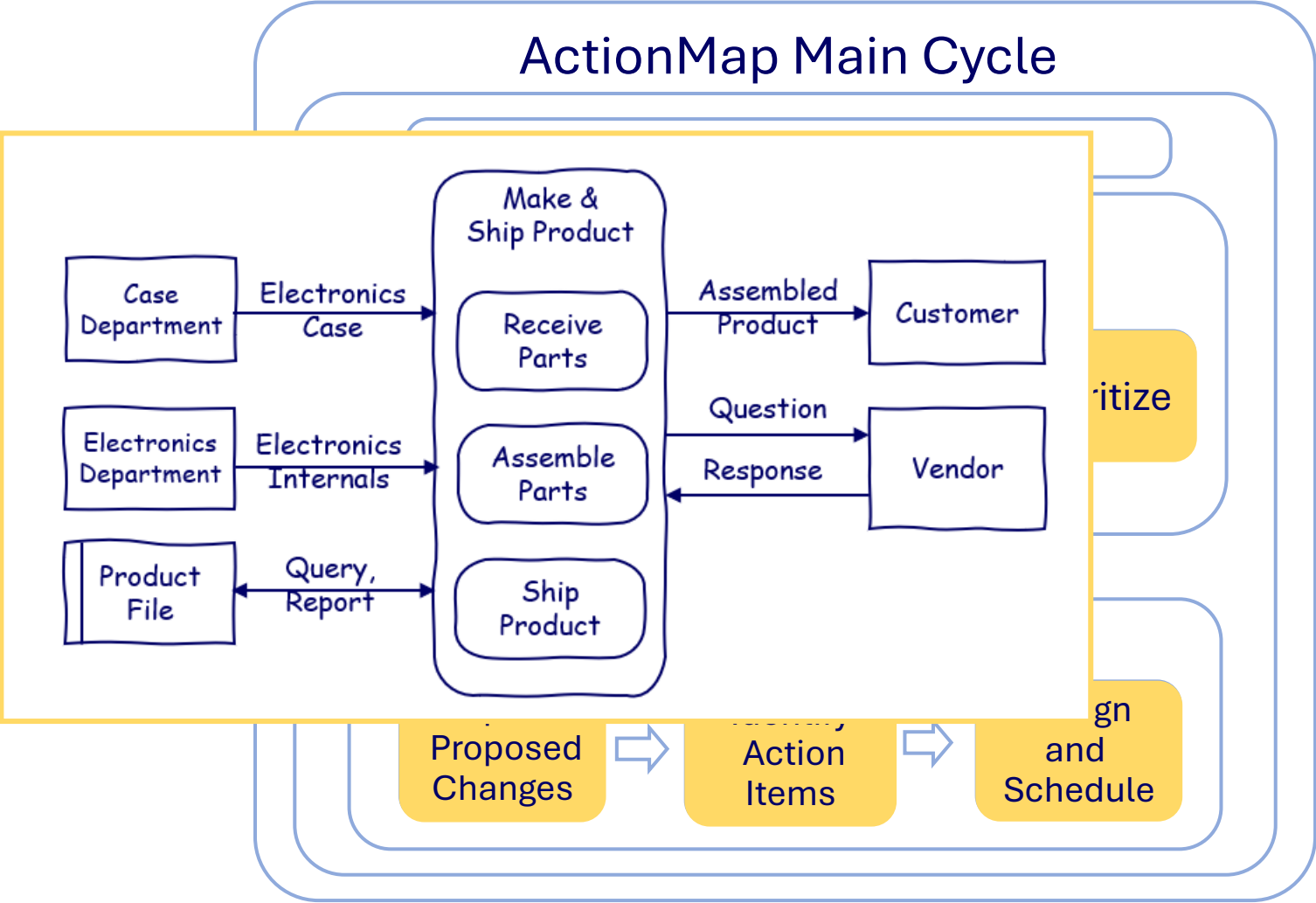
The overall method follows the “Main Cycle”, consisting of six stages:



While stages 2 through 6 of the method are fairly standard in facilitation and process work,

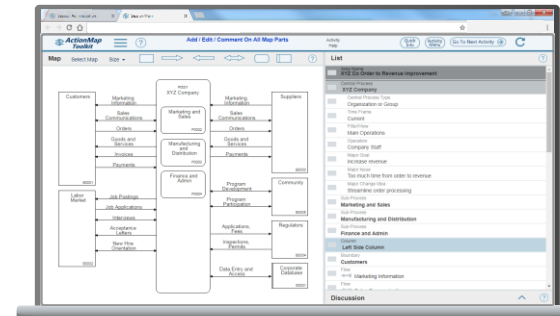
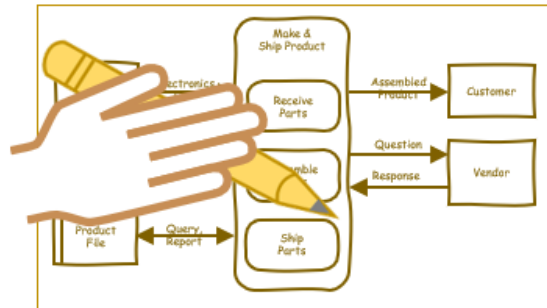


While stages 2 through 6 of the method are fairly standard in facilitation and process work, the Mapping is unique and at the heart of the ActionMap method



What happens in creating a Map

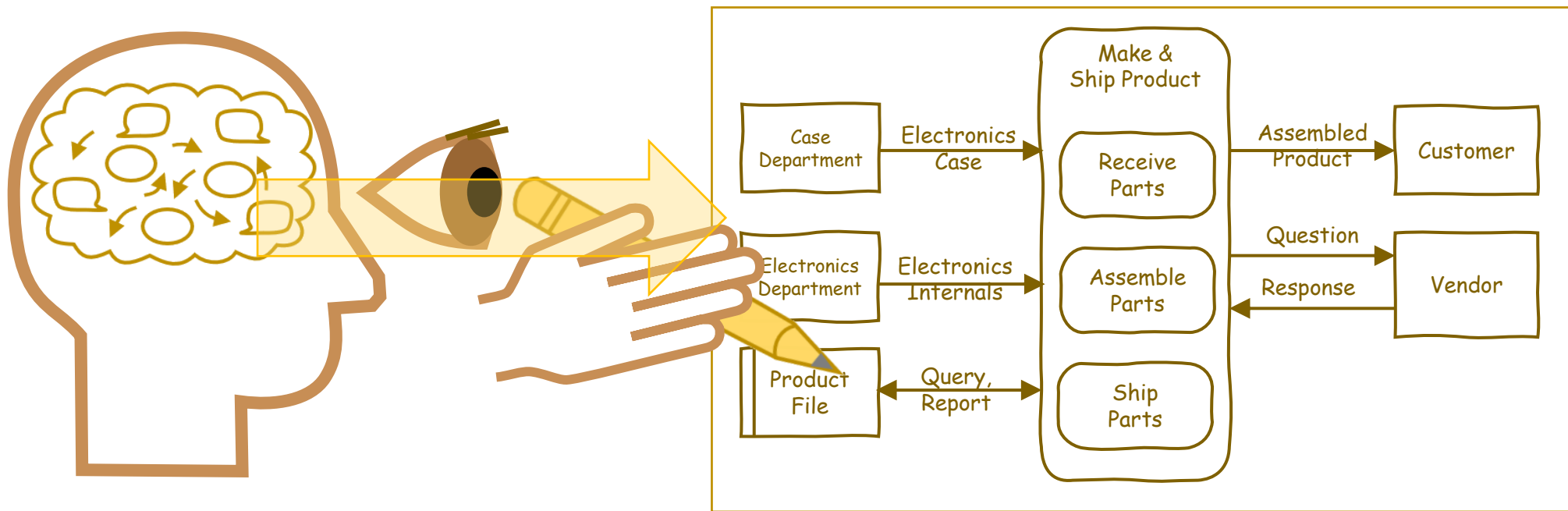
Please note, while this is illustrated with paper and pencil images, the same experience and techniques apply when using the software



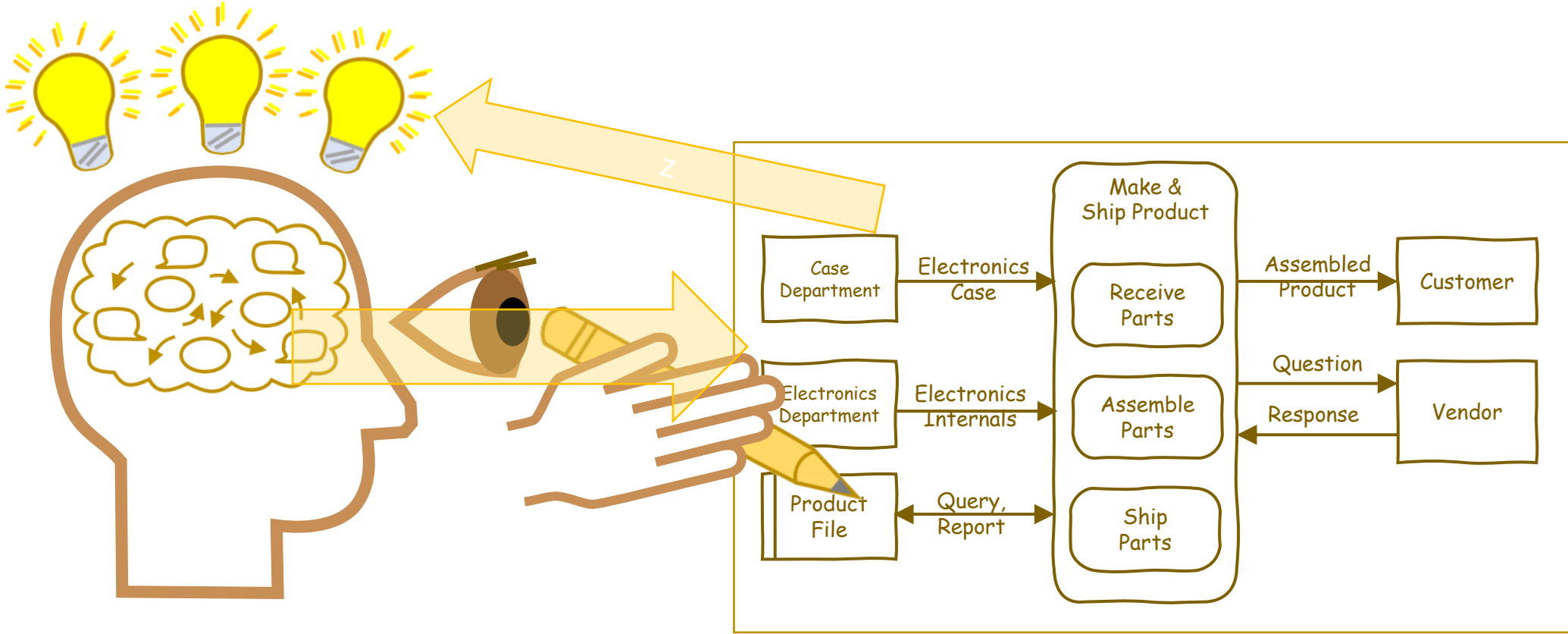
You start with the knowledge of the job that is in your head, which can be complicated and difficult to express



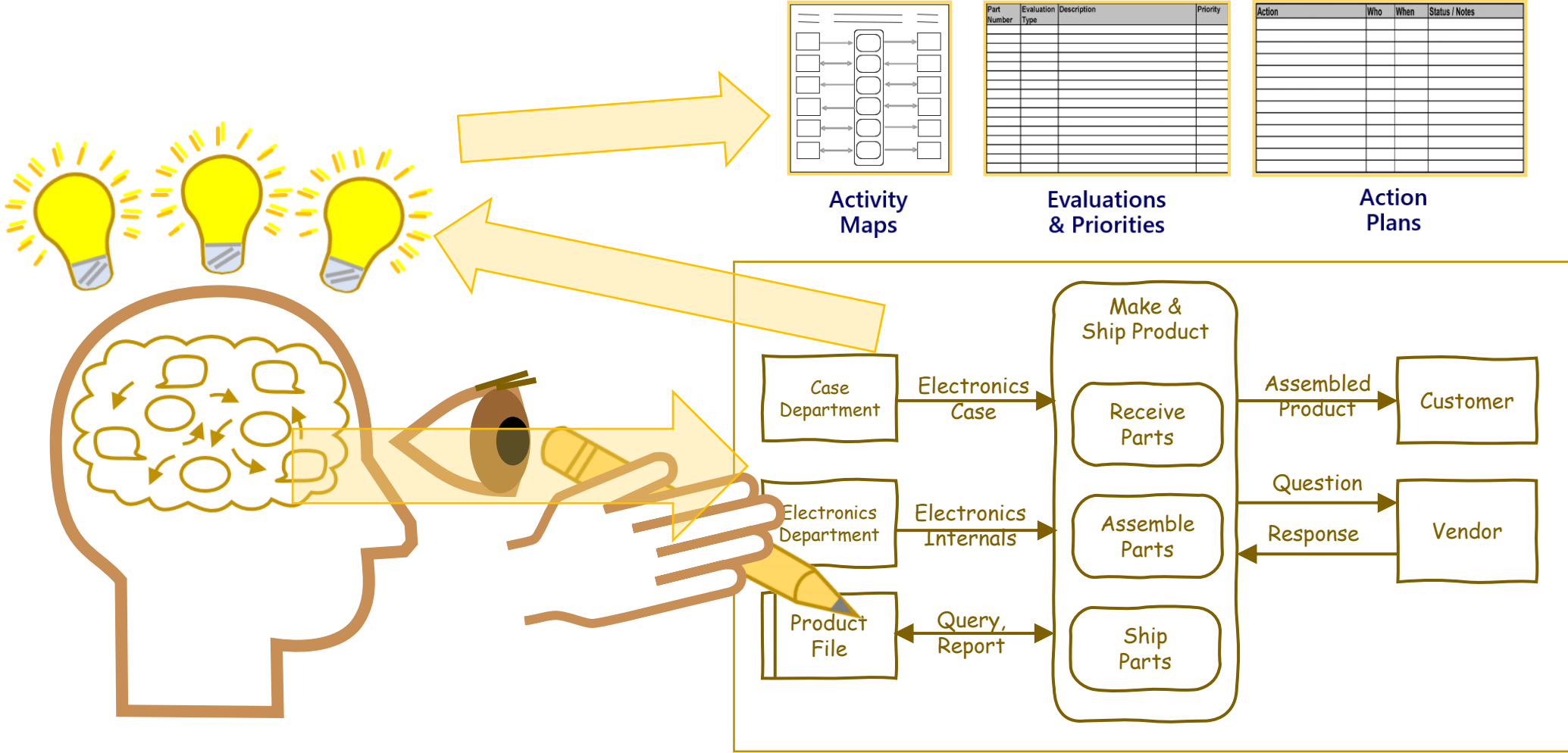
You follow simple mechanical steps to get that knowledge out onto paper in an easy to understand format



Creating the map immediately increases clarity, reduces stress and produces actionable insights

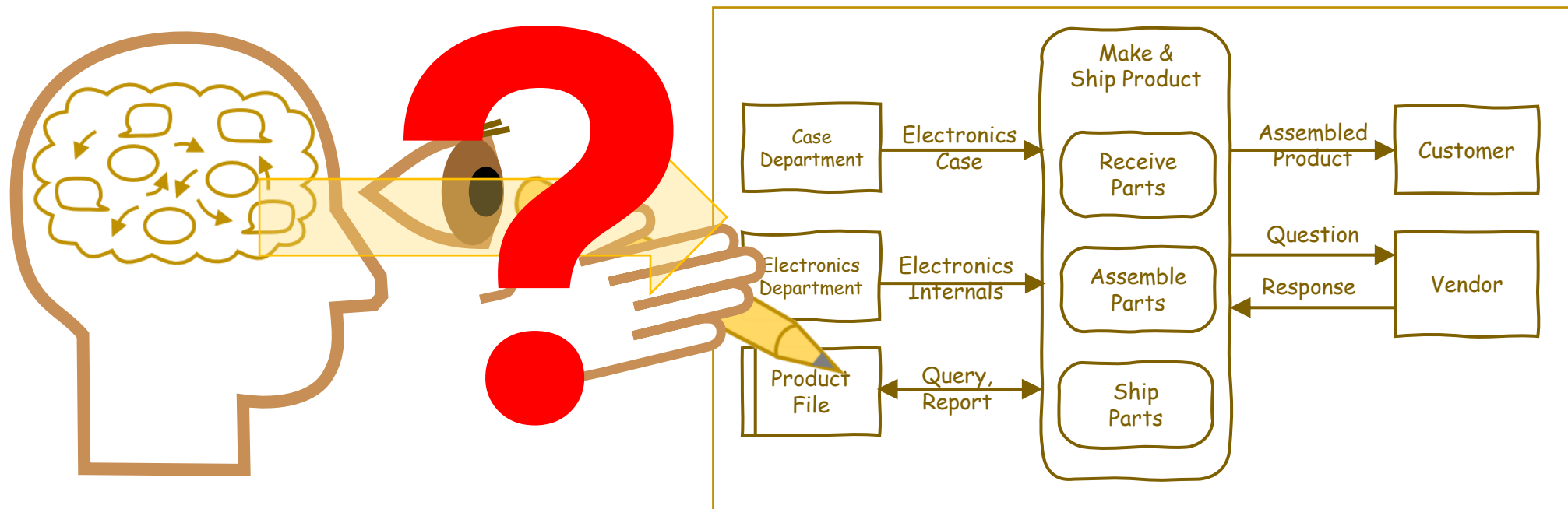


which can be carried forward to detailed reviews and action plans



**Let's go a little deeper
(the key technique)**

How do we actually translate that inner knowledge into map graphics and labels?



Start with the idea that there are two different roles:

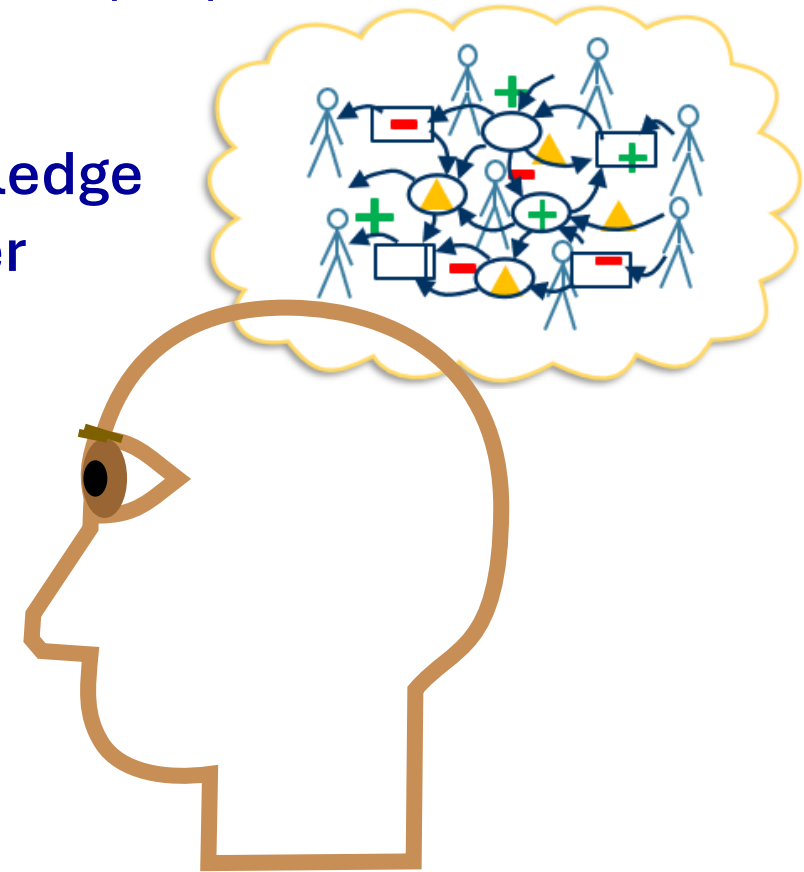
- The person creating the map and
- The person with the knowledge of the activity

This can be yourself in both roles, or yourself and one or more other people

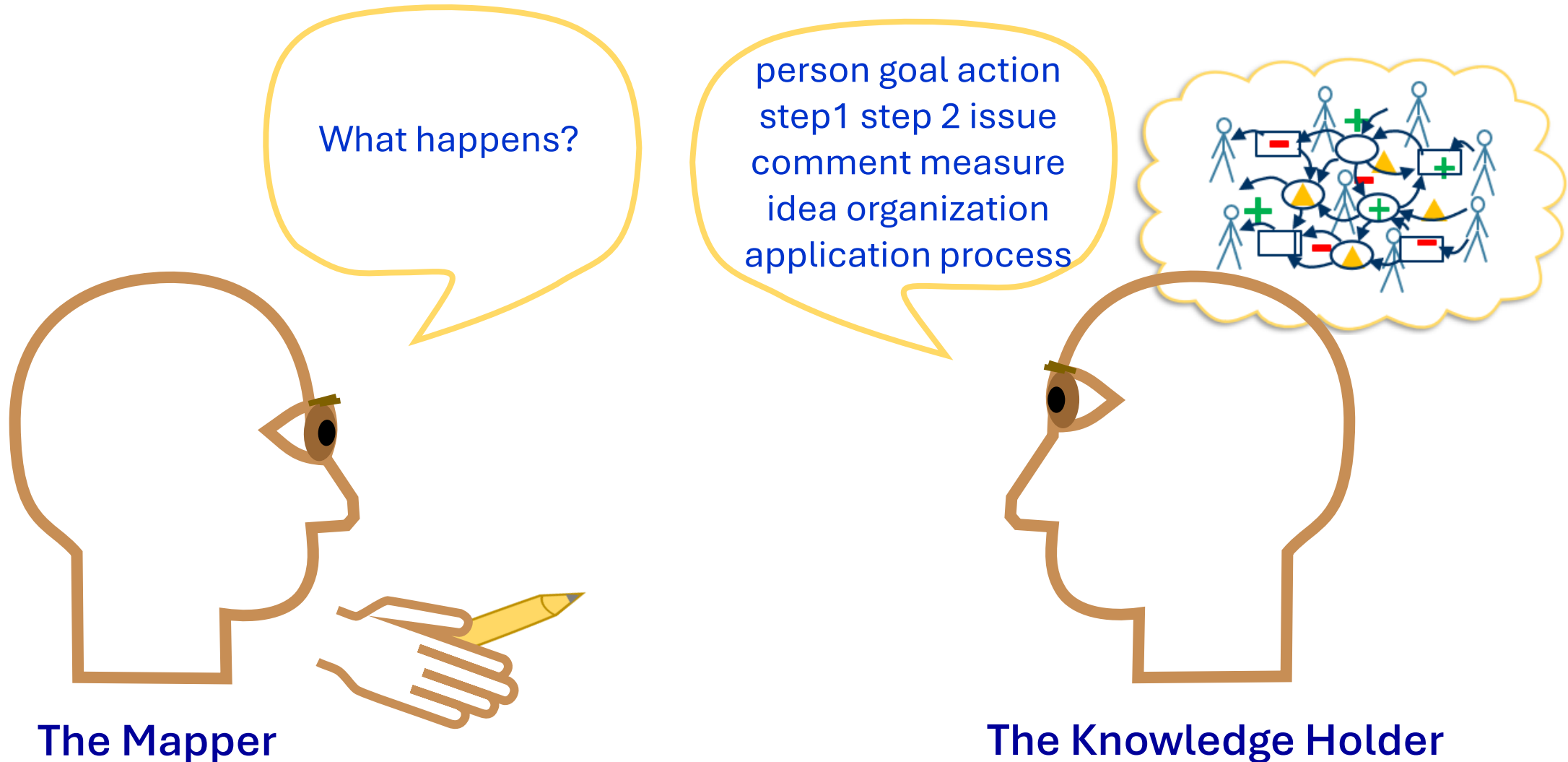
The Mapper



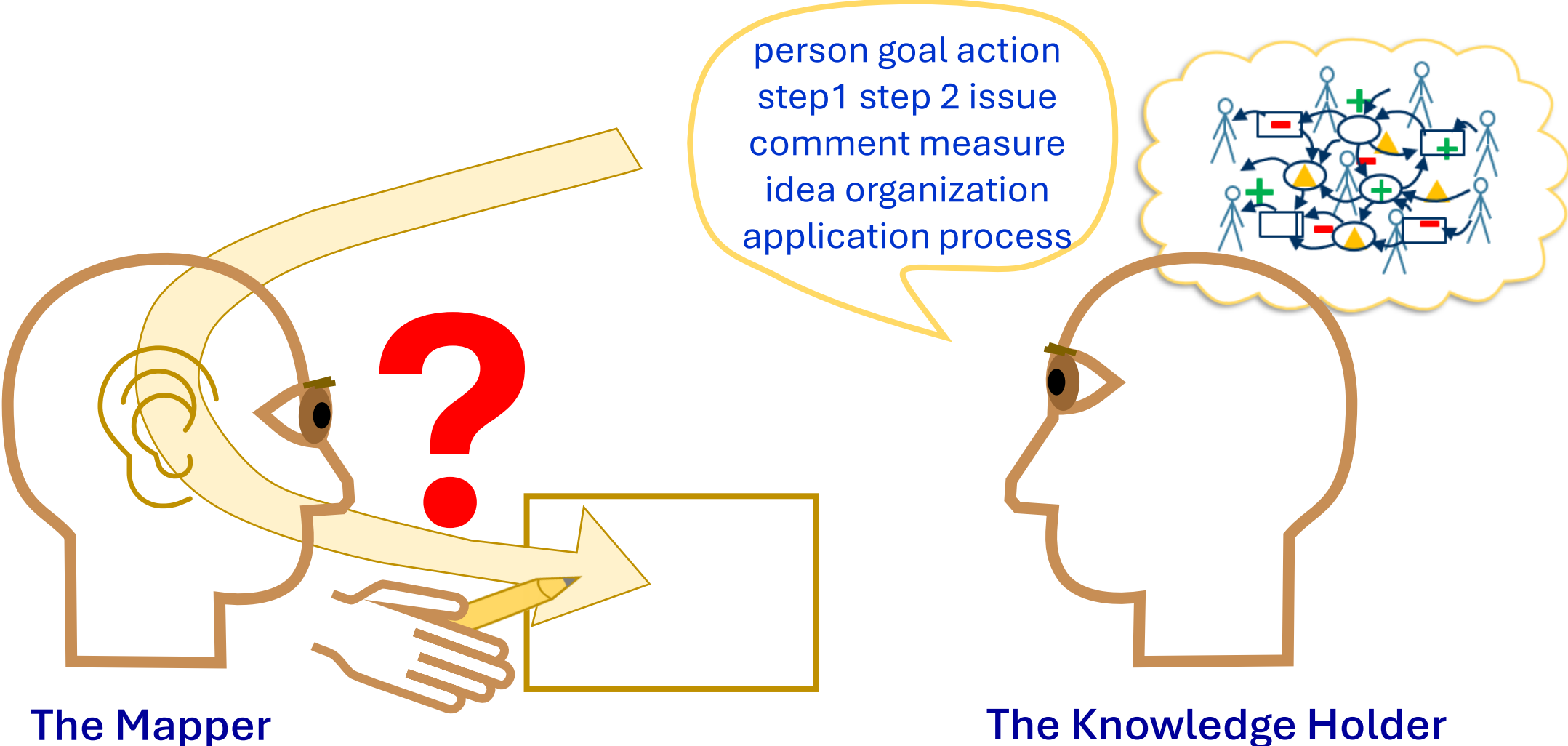
The Knowledge Holder



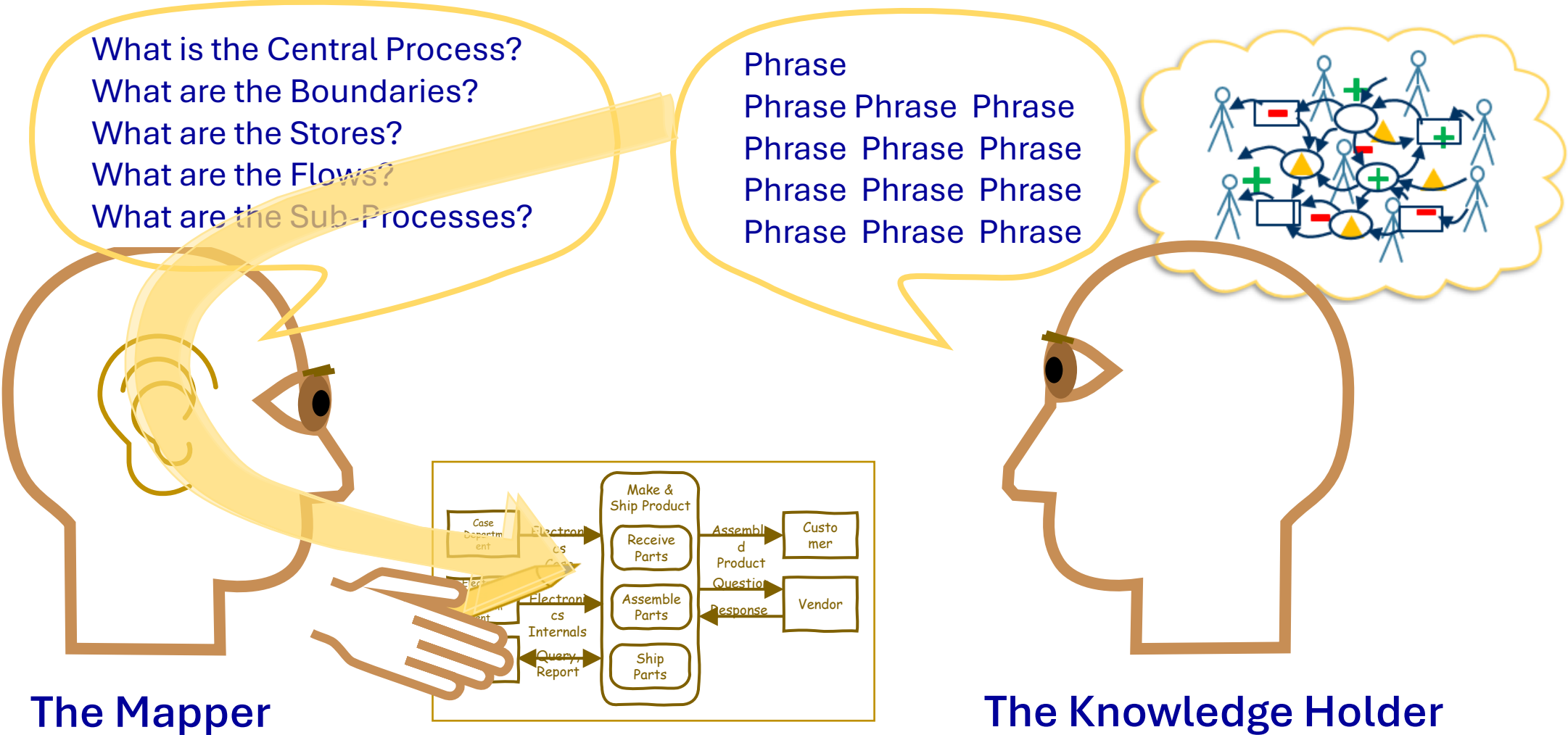
The challenge is that the knowledge is usually “known” through words and images and the knowledge is usually expressed in verbal stories and phrases



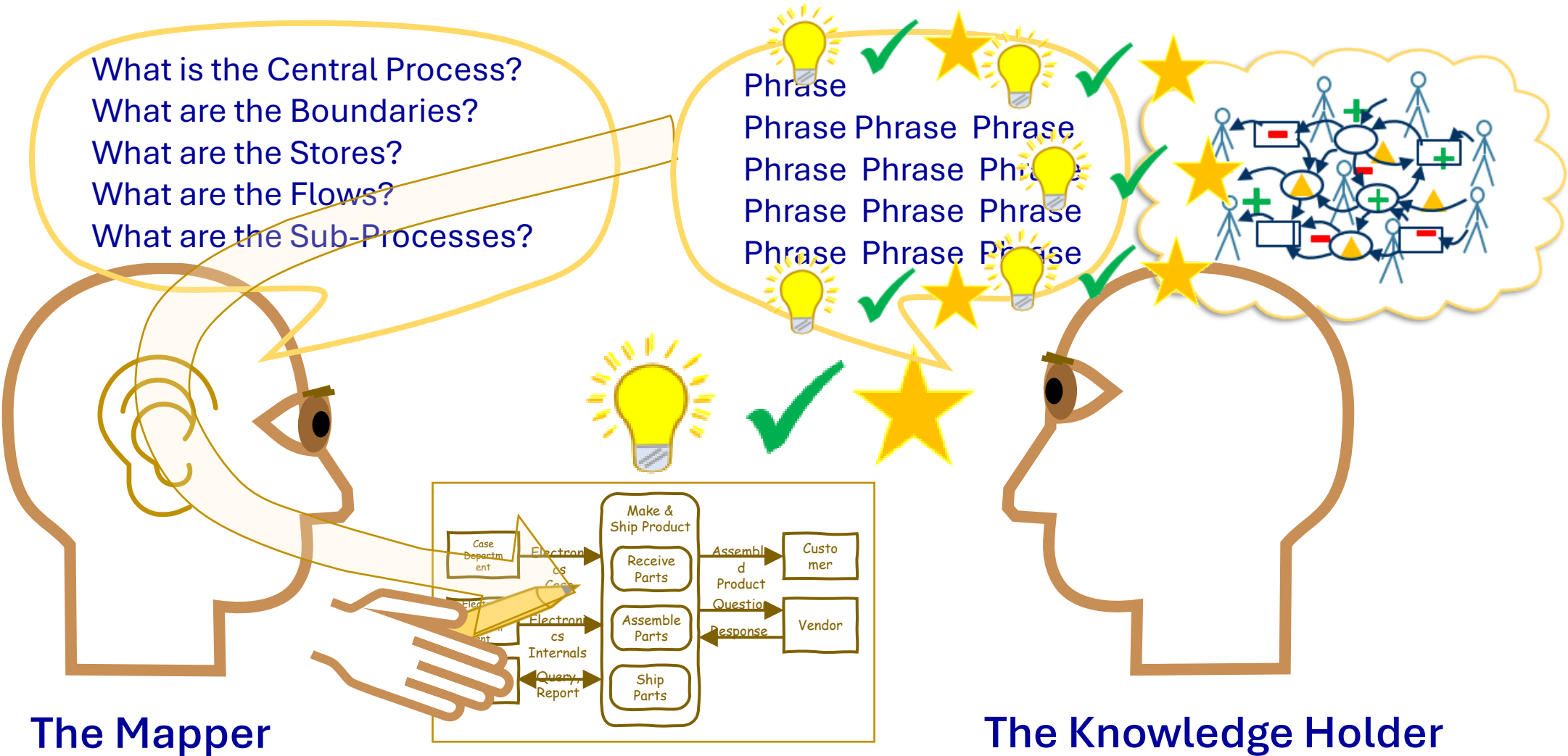
That sort of “firehose” of information cannot be quickly, easily and reliably translated into diagram graphics and labels



The ActionMap solution is to provide a structured set of questions that prompt information from the knowledge holder in a sequence of short phrases that can be quickly and reliably translated into map parts and labels



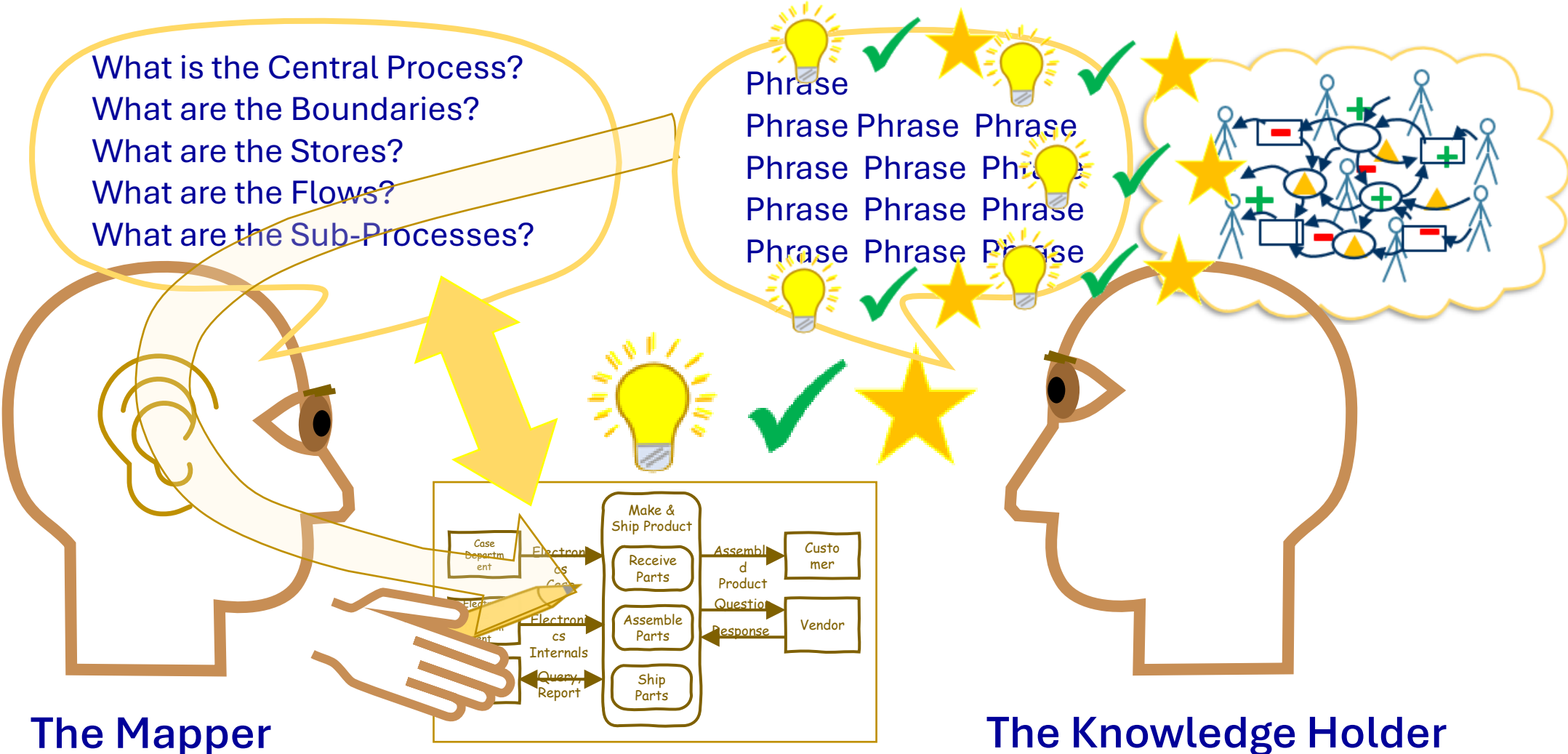
The reward for the knowledge holder is that their knowledge is uncovered and recognized and they see the big picture of the entire activity that they care about



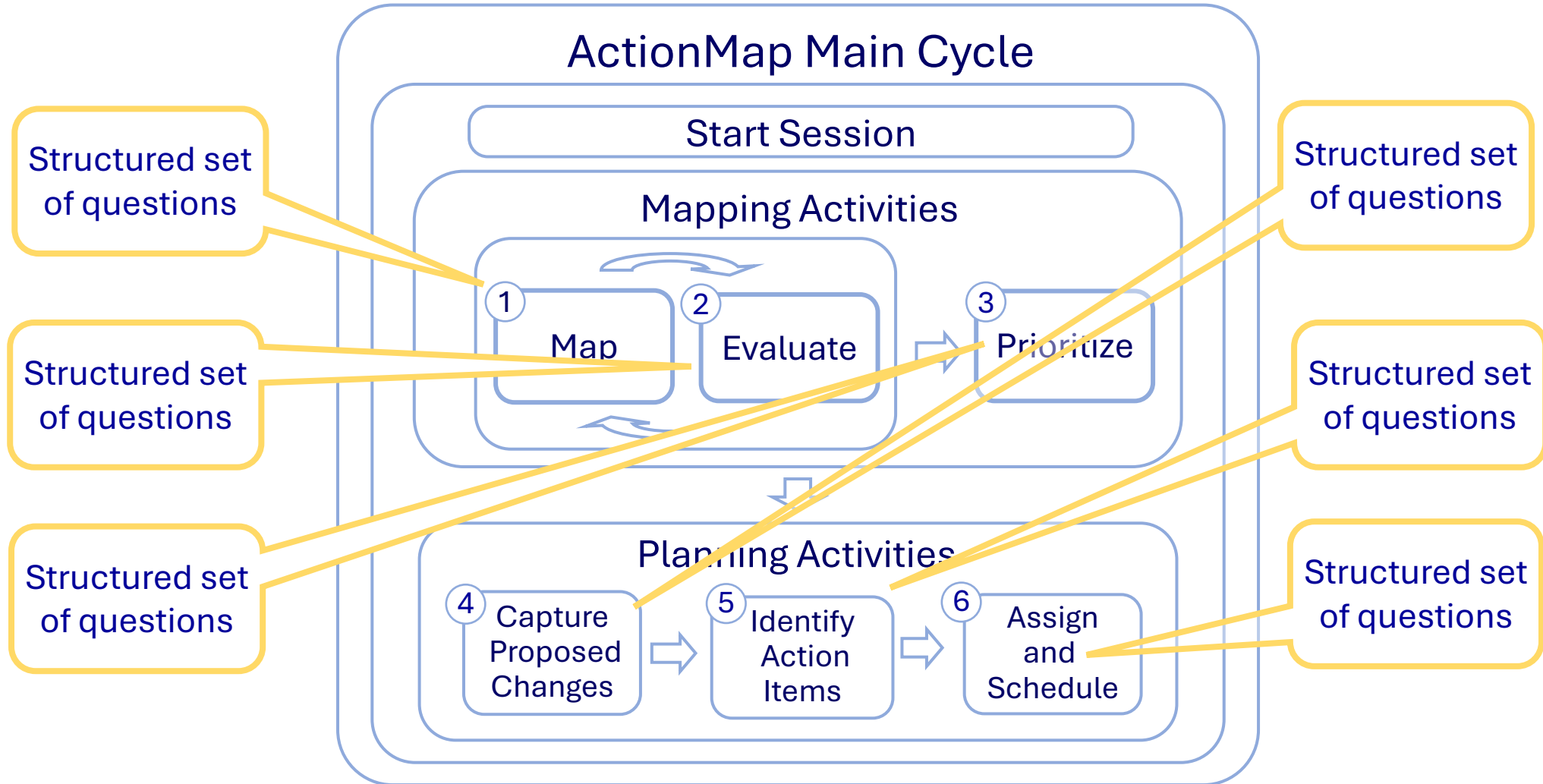
The Mapper

The Knowledge Holder

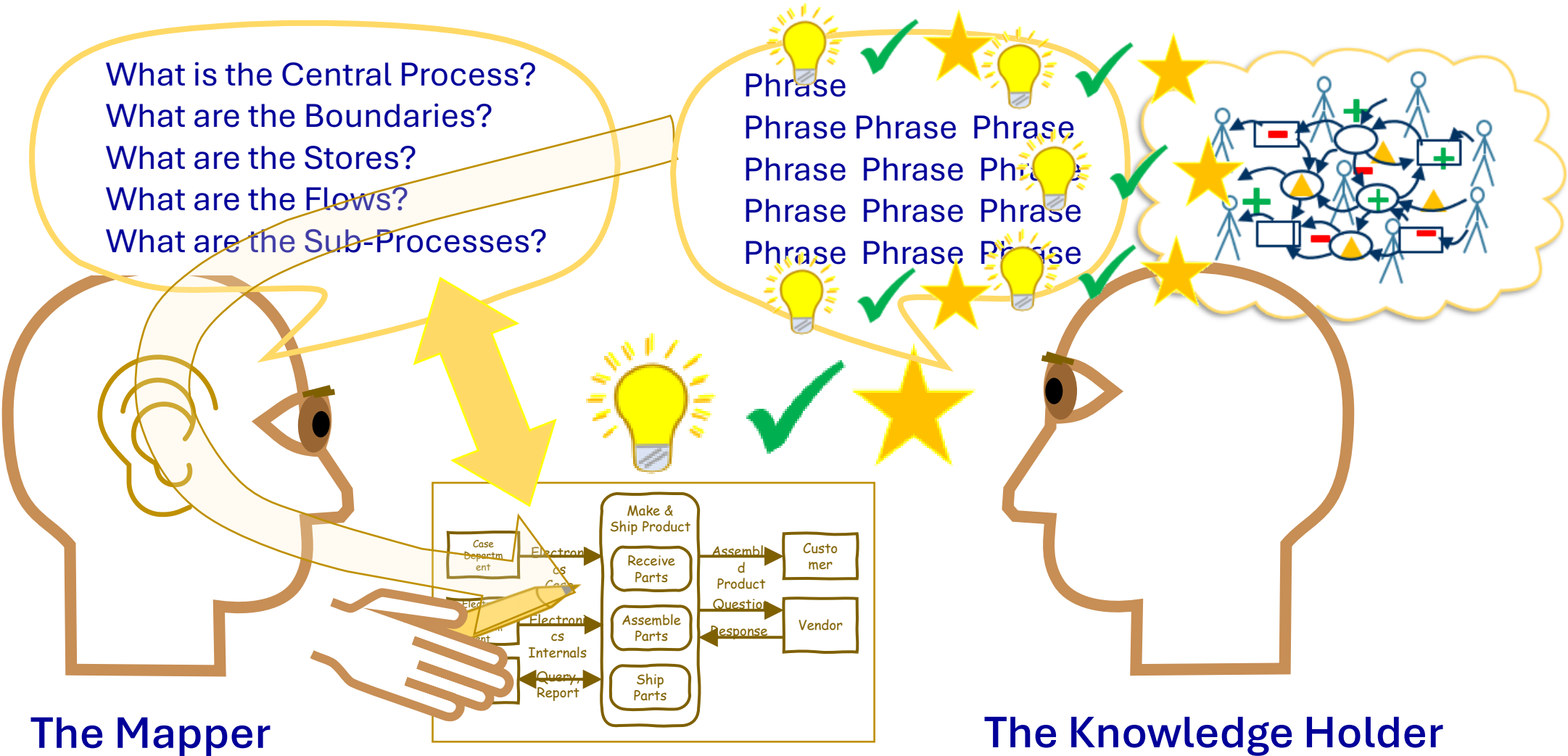
For the mapper, the questions are quickly learned because the questions follow the visual structure of the diagram



This approach of using structured questions is employed throughout the Main Cycle



The specific details of how to do this, including the questions, are provided in the rest of the training, starting in the “QuickStart Guide”



Thanks for viewing!