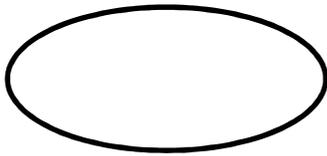


Creating a Workflow Map

1. Choose a process you want to improve such as campaign, project, or activity, e.g. how do you develop leaders, or activate members?
2. Articulate the goals or objectives of that campaign, project, or activity.
3. Ask ‘how do we do this work?’ and identify the steps in the process by using rectangles for each step – Don’t worry about the sequence at this point. [you can write on post-its and move around later] – keep it broad for now, don’t get stuck in the details – you want to see it as a WHOLE process. **HINT:** Only map how you CURRENTLY do this work...the analysis comes later.
4. Once you’ve identified the steps, now put them in sequential order.
5. Step back and look for where there needs to be decision points using diamond shapes. Then fill in more steps or activities as needed.
6. Refine again, and start adding in the ‘flow’ of the process by drawing arrows.
7. Make sure you add your inputs and outputs using oval shapes: what information comes into the process and what information comes out at the end of the process. Are there points in your process where you need more information?

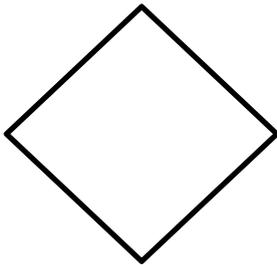
Examples of Symbols to use for Workflows



An oval shows the start or the inputs for a process and it can also show the end or the outputs of a process



A rectangle shows a task, a step, or an activity of a process



A diamond represents where a question is asked or a decision is needed



An arrow shows the direction or flow of a process