



Storyboard

- Useful for:** understanding the diverse experiences of different actors in the same situation and instances of miscommunication.
- Very good for:** self-discovery, empathy.
- Good for:** invention.
- Type of exercise:** individual and group.

General description:

All the exercises in this category use a visual storyboard to divide a shared experience into various moments (3 to 5 instants). Two or more different types of actor perform the exercise individually, from their point of view, and then share, compare and discuss their 'version' of each step with the other.

Requirements:

A series of worksheets, one for each moment, with a simple visualisation of the situation/experience (location, who is there, reason for interacting). Each worksheet must have plenty of space for the participant to describe their experience. Emotions or other visual cues can also be supplied for the participant to incorporate in their worksheet - this is advisable when the situation being examined is emotionally complex or one or more type of participant is fragile.

It is also vital that all participants are comfortable with examining the chosen subject, are forewarned and can benefit from a constructive confrontation. This works with situations that are good but can be improved, severely broken situations require more lateral approaches.

Example assignments:

- Regular clinic visit with clinician and patient: identify the important moments and ask both to describe what happens and how they feel. Then share, compare and comment.
- Regular clinic visit with clinician and patient: identify the important moments and ask both to describe what typically happens and what they wish would happen. Then share, compare and comment.
- Project development involving different internal functions in a pharmaceutical company: identify the important moments and ask both to describe typically good aspects and typically bad aspects. Then share, compare and comment.
- Patient discharge from cardiac rehabilitation with clinician and nurses: identify the important moments and ask both to describe how they could improve the patient/caregiver education regarding ongoing care and lifestyle management. Then share, compare and comment.

Outcome:

The outcome of this exercise is a rich description of positive and negative aspects of the situation/interaction. For the participants, this creates mutual empathy. In an ideal situation, the next exercise in a session should offer the participants the opportunity to explore ways to improve critical aspects that have emerged.