

Process Mapping

Process Mapping is an effective method of encouraging group members to formulate decisions, actions and resources when tackling an issue or topic related to the group or the community. This technique encourages all members to participate and contribute in a fun and non-threatening environment. Members are actively involved in negotiating, debating and joint decision making.

An issue or topic is defined by the group; this may be an agreed goal or an end target. Group members are asked to debate and highlight the decisions actions and resources required to meet their goal using triangle shapes for decisions, rectangle shapes for actions and circles for the resources. The facilitator should ask participants to brainstorm everything they can think of which will lead them towards achieving their goal – actions that need to be taken, decisions that will need to be made and resources they will require. Group members should then place each shape in order of priority thus mapping out the steps, which require to be taken to meet their goal and identify any gaps. A prioritised action plan will be created.

Coloured shapes, pens, flipchart

Small subgroups could work on one particular element before coming together for the mapping. – E.g. all the resources required from start to finish. Each group would then come together to build the action plan to include all the ideas from the sub-groups.

A new shape could be introduced for other elements – e.g. issues, people to be involved/stakeholders.