

Use this template in your own brainstorming sessions so your team can unleash their imagination and start shaping concepts even if you're not sitting in the same room.




- 🕒 10 minutes to prepare
- 🕒 1 hour to collaborate
- 👥 2-8 people recommended

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A little bit of preparation goes a long way with this session. Here's what you need to do to get going.

 10 minutes

-  **A Team gathering**
Define who should participate in the session and send an invite. Share relevant information or pre-work ahead.
-  **B Set the goal**
Think about the problem you'll be focusing on solving in the brainstorming session.
-  **C Learn how to use the facilitation tools**
Use the Facilitation Superpowers to run a happy and productive session.

[Open article](#) →





What problem are you trying to solve? Frame your problem as a How Might We statement. This will be the focus of your brainstorm.

5 minutes

PROBLEM

How might we [your problem statement]?

To run an smooth and productive session

- | | | | |
|---|-----------------|---|-------------------------|
|  | Stay in topic. |  | Encourage wild ideas. |
|  | Defer judgment. |  | Listen to others. |
|  | Go for volume. |  | If possible, be visual. |

Write down any ideas that come to mind that address your problem statement.

10 minutes

TIP You can select a sticky note and hit the pencil [switch to sketch] icon to start drawing!

Gowsalya

When a Website isn't functioning properly?	If there isn't a login?	Online client interaction
Collect all the complaints through mail	Store all the complaint details in database	Call the client to address the issue

Jananipriy

Continuing and act as a monitor	Agent rating	Live analysis
Collect all the complaints through social media	Give Solution through social media	Get the feedback from the user

Janani Priy

Customer letters	Document collection	Call review
Give solution in the web page	Categorize the issue based on their types	Maintain team to solve issues

Manjupriya I

product knowledge	Act with profession	customer
Assign time limit to solve	Guide the customer	Give response the un

Take turns sharing your ideas while clustering similar or related notes as you go. Once all sticky notes have been grouped, give each cluster a sentence-like label. If a cluster is bigger than six sticky notes, try and see if you can break it up into smaller sub-groups.

20 minutes

TIP Add customizable tags to sticky notes to make it easier to find, browse, organize, and categorize important ideas as themes within your mural.

Your team should all be on the same page about what's important moving forward. Place your ideas on this grid to determine which ideas are important and which are feasible.

20 minutes

 Importance

If each of these tasks could get done without any difficulty or cost, which would have the most positive impact?

 Feasibility

Regardless of their importance, which tasks are more feasible than others? (Cost, time, effort, complexity, etc.)

You can export the mural as an image or pdf to share with members of your company who might find it helpful.

Quick add-ons

- A** **Share the mural**
Share a view link to the mural with stakeholders to keep them in the loop about the outcomes of the session.
- B** **Export the mural**
Export a copy of the mural as a PNG or PDF to attach to emails, include in slides, or save in your drive.

Keep moving forward

- **Strategy blueprint**
Define the components of a new idea or strategy.
[Open the template](#)
 - **Customer experience journey map**
Understand customer needs, motivations, and obstacles for an experience.
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 - **Strengths, weaknesses, opportunities & threats**
Identify strengths, weaknesses, opportunities, and threats (SWOT) to develop a plan.
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**Need some
inspiration?**

See a finished version of this template to kickstart your work.

[Open example](#)