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	<div> <div>Awareness Campaigns</div> <div>Showcase Benefits</div> <div>Informational Sessions</div> </div>	<div> <div>Easy Access</div> <div>Introductory Meetings</div> </div>	<div> <div>Active Collaboration</div> <div>Resource Distribution</div> <div>Feedback Channels</div> <div>Regular Updates</div> <div>Impact Evaluation</div> </div>	<div> <div>Final Presentations</div> <div>Documentation of Insights</div> </div>	<div> <div>Ongoing Relationships</div> <div>Future Collaboration Opportunities</div> <div>Continuous Support</div> </div>
<div> <div>  </div> <div> <h3>Interactions</h3> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects do they use? </div> </div>	<div> <div>Engaging Content</div> <div>Networking Opportunities</div> <div>Influencer Partnerships</div> </div>	<div> <div>Welcoming Communication</div> <div>Orientation Sessions</div> </div>	<div> <div>User -Friendly Platforms</div> <div>Interactive Workshops</div> <div>Regular Check-Ins</div> <div>Collaborative Tools</div> <div>Feedback Surveys</div> </div>	<div> <div>Closure Meetings</div> <div>Final Reports</div> </div>	<div> <div>Follow-Up Communication</div> <div>Networking Events</div> <div>Resource Sharing</div> </div>
<div> <div>  </div> <div> <h3>Goals & motivations</h3> <p>At each step, what is a person’s primary goal or motivation? (“Help me…” or “Help me avoid…”)</p> </div> </div>	<div> <div>Awareness of Impact</div> <div>Desire for Collaboration</div> <div>Interest in Innovation</div> </div>	<div> <div>Clear Understanding of Benefits</div> <div>Alignment with Personal or Organizational Goals</div> </div>	<div> <div>Active Contribution</div> <div>Desire for Skill Development</div> <div>Building Relationships</div> <div>Desire for Feedback and Recognition</div> <div>Desire for Continued Influence</div> </div>	<div> <div>Reflection on Achievements</div> <div>Interest in Future Opportunities</div> </div>	<div> <div>Long-Term Relationships</div> <div>Ongoing Learning and Development</div> <div>Desire to Advocate for Change</div> </div>
<div> <div>  </div> <div> <h3>Positive moments</h3> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p> </div> </div>	<div> <div>Inspiring Presentations</div> <div>Networking Opportunities</div> <div>Initial Interest</div> </div>	<div> <div>Welcoming Onboarding</div> <div>Access to Resources</div> </div>	<div> <div>Initial Engagement</div> <div>Collaborative Success</div> <div>Collaborative Success</div> <div>Impactful Workshops</div> <div>Valuable Feedback</div> </div>	<div> <div>Celebration of Achievements</div> <div>Clear Next Steps</div> </div>	<div> <div>Continued Relationships</div> <div>Opportunities for Growth</div> <div>Advocacy Success</div> </div>
<div> <div>  </div> <div> <h3>Negative moments</h3> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p> </div> </div>	<div> <div>Lack of Clarity</div> <div>Overwhelming Information</div> <div>Limited Engagement</div> </div>	<div> <div>Complicated Onboarding</div> <div>Access Issues</div> </div>	<div> <div>Communication Breakdowns</div> <div>Unclear Expectations</div> <div>Lack of Recognition</div> <div>Ineffective Collaboration</div> <div>Unresolved Issues</div> </div>	<div> <div>Lack of Closure</div> <div>Missed Opportunities for Reflection</div> </div>	<div> <div>Loss of Connection</div> <div>Limited Future Opportunities</div> <div>Unclear Impact</div> </div>
<div> <div>  </div> <div> <h3>Areas of opportunity</h3> <p>How might we make each step better? What ideas do we have? What have others suggested?</p> </div> </div>	<div> <div>Enhanced Communication Strategies</div> <div>Targeted Outreach Campaigns</div> <div>Incentives for Participation</div> </div>	<div> <div>Streamlined Onboarding Process</div> <div>Interactive Orientation Sessions</div> </div>	<div> <div>Improved Collaboration Tools</div> <div>Clear Role Definitions</div> <div>Regular Feedback Loops</div> <div>Regular Feedback Loops</div> <div>Celebration of Achievements</div> </div>	<div> <div>Structured Exit Interviews</div> <div>Clear Documentation of Outcomes</div> </div>	<div> <div>Ongoing Engagement Opportunities</div> <div>Future Collaboration Pathways</div> <div>Continuous Learning Resources</div> </div>
<div> <div>  </div> <div> <div>Product School</div> <div>Created in partnership with Product School</div> </div> </div>	<div> <div>  </div> <div> See an example </div> </div>				

