The User Journey might look like this…

A picture containing text, font, screenshot

Description automatically generated  
User Journey, Example 2  
  
1) Mayor Will Dogood, recently swept into office on vows including to drastically reduce the gun violence statistics that have plagued the city in recent years, now confronts yet another mass shooting at a local middle school. His city, the education establishments, families, and the youth reel in shock and profound sorrow. The media, a clamorous stage for extremists on both sides, presents only clichéd “prayers and concerns,” leaving a populace feeling repulsed and disheartened by the inaction. The community is aflame with anger, dissatisfaction, and discord, following the third mass shooting in as many years. Desperate to break this cycle, the Mayor plans to spearhead an unconventional approach to incite change: calling for a city-wide conversation through the use of the GenerativeDialogue.AI platform.  
  
 2) The Office of the Mayor issues a citywide call to action on all local media channels. Every person that cares about this topic is invited to join a massive, fully participatory, three-hour online, AI-assisted dialogue the following Saturday morning, on the topic: “Where do we go from here?  How might we heal from this, and make our city safe?”   
  
3) In a mere three days after the public call to gather, over a million people have signed up to participate in this event.  Around 60% are from the city and its outskirts, whereas a sizable 40% comprise interested individuals from across the nation, underlining the immense nationwide interest in the subject and in the Mayor’s unprecedented approach. The mainstream media spends substantial portions of subsequent news cycles speculating about the Mayor's plan for this gathering.

4) Designated staffers from the mayor’s office signs into the GenerativeDialogue.AI website and input the basic parameters for the upcoming Generative Dialogue.  The office inputs the required information into the GenerativeDialogue Host Interface:  Host = “The Honorable Mayor, Will Dogood”; Gathering Size = “1M+”;  Available Time = “3 hours”; Diversity of the Group = “High”; Familiarity (with each other) = “none”; Experience (with GDAI) =  “none”; Theme/Issue Being Explored “Where do we go from here? How might we heal from this and make our city safe?”’;  Content/Field = City-wide Open Dialogue; Catalyst “any’).  Meeting reminders and Sign-on instructions/links are automatically sent the night before and again the morning of the event, to registered participants.

THE GENERATIVE DIALOGUE EVENT  
4) (INGATHERING PREPARATION - 5 MINUTES) On the designated Saturday, at the prescribed time, 1.2 million participants log onto the GenerativeDialogue.AI portal simultaneously. They're greeted by a landing page that gives a global overview of what the participants are about to experience.  A pre-recorded video from the Mayor automatically begins, who expresses his deep gratitude for their involvement and willingness to participate, to listen, and to discover together how we can overcome the historical deadlock, to support each other, and to start healing from this event by creating a novel paradigm and contributing to a new solution.  
  
Participants are gently reminded that the subsequent three hours will be devoted to the theme: "Where do we go from here? How might we heal from this and make our city safe?" They are urged to respect one another and listen patiently. It is reiterated that a successful Generative Dialogue relies on adhering to fundamental guidelines to maintain a safe space for all, approaching the dialogue with an openness to be moved, a commitment to authenticity, and an effort to ensure all voices are heard and respected.

To fulfill these conditions, full PRESENCE is required. This implies that only those with active video cameras can join, and everyone must actively engage when asked. Those not comfortable with such participation requirements are requested to exit the Dialogue space  
(5 minutes total time elapsed)

The Dialogue space begins.

5) Upon entering, participants are greeted by a homepage and the “participant representation area” that symbolically captures the full size of the group present. This user interface is designed to give participants an immediate and visceral sense of being part of something MUCH LARGER THAN THEMSELVES.  In the case of such a massive dialogue, the “gathered community” is represented symbolically, with the active feed of the mayor, some VIP guests, other random participants, and the ego participant being featured prominently. In a nationwide gathering as this, perhaps a map of the country is represented as the backdrop, divided into major regions, each prominently displaying a real-time number of active participants joining from each region.   
  
In addition to the participant representation area, the Homepage also displays other elements, including:  
A) a “Dialogue Level Map” - indicating at what level the ego user is interfacing at. These include “community level, Representative (or 6) level, 5 level, 3 (triad) level, 2 (dyad) level, and 1 (individual) level. These levels are displayed and advanced automatically as the Generative Dialogue proceeds. This map orients the user so they always know where they are during a dialogue session “in relationship to the community.”   
 B) a “Dialogue Stage Map”- indicating at what stage of a Generative Dialogue the user is at. These sequentially advance automatically as the dialogue proceeds, from Connect to Explore, to Discover and finally to Harvest.  This map orients the ego user so that they are aware at all times where in the dialogue stages they are at.   
C) the “Dialogue Interface Area” where users will get dialogue instructions and summary statements to use, review, and rank. The display in this area will automatically advance sequentially from folder to folder as dictated by the dialogue requirements: from Catalyst, to Dialogue, to Summary (AI) to WE. These separate views can be overridden by ego users during breakout segments for quick refreshers (excepting when the segment is completed).  
D) A footer allows users to momentarily a) turn off/on the camera (maximum 5 minutes before the user is automatically exited), b) turn on/off the microphone (maximum 5 minutes before the user is automatically exited), c) turn on/off “the loop” (allows for closer, “magnified” inspection of the participant representation area, d) a “Total Time” remaining digital display, e) a “Segment Time” remaining digital display, f) thumbs up/thumbs down buttons (or alternatively a 1-5 ranked scale buttons) where at the appointed times the ego users can give feedback about the content being displayed or the dialogue being heard, and g) a forward and backward navigation arrow allowing ego users to view different windows within the “Dialogue Interface Area” (or Community Summary during Harvest).   
  
6) (GLOBAL INTRODUCTION TO THE GENERATIVE DIALOGUE - 5 MINUTES) As the Generative Dialogue begins, the ego sees in writing in the Dialogue Interface Area the first set of instructions that begins the dialogue. During the initial gathering time, the host/or designated human facilitator will be the primary speaker, and they will be displayed in the “active speaker” format for ease of communication with all gathered.  The facilitator will say a few words of live welcome and provide a high-level general introduction to the next three hours and to the Generative Dialogue Process, to acknowledge the size of the group gathered, a few inspiring words on the historic and important nature of the gathering, to remind the group of the precipitating events and the subsequent call to gather, and the theme to be explored, etc. The facilitator will emphasize that the goal of the gathering is for every voice to be heard and respected and emphasize the ultimate goal is for community healing through action.    
  
Further, the host/facilitator will explain that such a feat is possible only with the help of AI technology, that will invisibly enhance and extend the “presence” of the facilitator to each breakout group where the AI will invisibly transcribe and summarize the breakout dialogues in real time, record the validation scores of participants on the breakout summaries (to be inputted by the breakout participants immediately following their 10 minute sharing), and in real time report back to the larger gathering a summary of all that has been shared by all the gathered in their breakout sessions.  These summaries will become the bases to build on and extend the dialogue through to the end of the dialogue and as a permanent record of the event.   (10 minutes total time elapsed)  
  
**CONNECT STAGE**  
(INTRODUCTION TO THE CONNECT STAGE - 5 MINUTES) After the global introductions, the host/facilitator will next transition to Introduce the first stage of the Generative Dialogue process, the Connect Stage, with a few words to explain the Catalyst, and instructions on what to do when the group is randomly split into breakout Dyads.  The facilitator will explain that during the breakout Dyads, participants will have a total of 8 minutes (~four minutes per participant) to voice their own response to the catalyst (a poem or a mindfulness exercise in this case) and corresponding stimulus (seed) question. Afterwards, the AI will automatically display a summary of their exchange, and each participant will have a chance (2 minutes) to rank-score the AI generated dyad summaries before everyone is then automatically regathered as a full group.  The Segment Timer will help participants keep track of their remaining time during each segment.  
(15 minutes total time elapsed)  
  
7) (DYADS CONNECT STAGE CATALYST AND SEED QUESTION - 5 MINUTES) Before the gathered community is split up into Dyads, the human facilitator will share the catalyst and seed questions so that all will experience this together.   
(20 minutes total time elapsed)  
  
8) (DYAD CONNECT STAGE DIALOGUE/SUMMARY RANK- 10 MINUTES) At this point the dyads are randomly created and for the subsequent 10 minutes, each participant will have a chance to CONNECT with another participant around a deep sharing inspired by the catalyst and the seed question.  At the end of the 8 minutes, the dyad participants will have an additional 2-minutes to review the AI summary and rank the summary on a scale for accuracy/satisfaction.  The group then regathers as a WE.  
(30 minutes total time elapsed)  
  
9) (CONNECT WE - 10 MINUTES): During the WE segment of CONNECT, the gathered group will be able to hear from six randomly chosen participants who raise their hand. These participants will give the gathered community a taste of “voices from the field.”  An AI meta summary of the breakout summaries will also display in real time. All the gathered will now have a chance to review this summary together, perhaps read by the human facilitator, and each of the gathered will give the summary a rank score indicating their satisfaction/dissatisfaction with the summary that was captured by the AI.     
(40 minutes total time elapsed)  
  
**EXPLORE STAGE**  
10) At this point, the Generative Dialogue moves to the Explore Stage. This stage is about surfacing and exploring differences.  The goal is NOT to collapse the differences of opinion or viewpoints, but in a sense to heighten and respectfully examine the differences together so that they are clearly articulated and better understood.   
  
11) (EXPLORE STAGE INTRODUCTION - 5 MINUTES) As we begin this stage, the gathered are first given a brief introduction of the purpose of the Explore Stage. This introduction is both in written form on the screen and spoken by the human facilitator (as above).  
(45 minutes total time elapsed)  
  
12) (TRIAD EXPLORE STAGE CATALYST AND SEED QUESTION - 5 MINUTES) The introduction is followed by another catalyst and another seed question while the group is still together (written on the screen and spoken by the facilitator).   
(50 minutes total time elapsed)  
  
13) TRIAD EXPLORE STAGE DIALOGUE/SUMMARY RANK- 25 MINUTES) Now the gathered will be split up into Triads.  The Triads will have a total of 25 minutes total to delve deeply into this sharing. Each person in the triad will make an opening three-minute remark (for a total of 9 minutes for the triad), then after when everyone has gone once, each member will take an additional 3 minutes each on a second round, first to expand and clarify their initial thoughts, and second to add additional thoughts based on what they have heard the others say.  An additional 6 minutes are used to ask clarifying questions or to add further remarks, review the AI-generated Triad Summaries, and for each member to score it.   
(75 minutes total elapsed time).  
  
14) (EXPLORE WE - 10 MINUTES) At this point the community is regathered, and we again hear from 6 random volunteers from the field to give the gathered a “glimpse” of voices from the field. This is also accompanied by an AI-generated meta summary of the EXPLORE TRIAD sharings that were previously generated.  
(85 minutes total elapsed time).  
  
**DISCOVER STAGE**  
15) At this point, the Generative Dialogue moves onto the DISCOVER STAGE of GD.  In this stage, we are creating a “collective wisdom field”, a WE, which we generate by LISTENING FOR what is being said by all gathered.  The process is readily compared to a form of JAZZ composition. The ensemble has until now been hearing more distinct notes and runs by solo instruments, but now the group is tasked to listen to the ensemble as a whole.  What are the resonances, the harmonics, the dissonances, the echoes that together compose the piece?    
  
As before, we follow a similar pattern:  
16) (DISCOVER STAGE INTRODUCTION - 5 MINUTES)   
(90 minutes total elapsed time)

17) (FISHBOWL CATALYST and SEED QUESTION - 20 MINUTES): For this segment, we will use a FISHBOWL DIALOGUE as our CATALYST.  WE will have 4 randomly chosen volunteers to “GO ON STAGE” to enter into the FISHBOWL DIALOGUE that is witnessed by all other participants gathered.  Each volunteer will have two minutes each to share their thoughts, with an additional clarifying round of dialogue. The Dialogue will focus on the question “WHAT ARE WE HEARING?” in the previous segments of our gathering so far.   
(110 Minutes total elapsed time)  
  
18) (QUAD DISCOVER STAGE DIALOGUE - 25 MINUTES):  In this segment, the group will now be randomly assigned to QUAD BREAKOUT GROUPS.  In Quads, each participant will have two minutes to start by sharing the ONE idea that stood out for them during the FISHBOWL DIALOGUE.  Each participant will take a turn, followed by another round of clarifying statements.  The Dialogue will conclude with further questions and additions, and a review of the AI-generated summary and individual rank scoring.   
(135 minutes total elapsed time)  
  
19) (DISCOVER WE - 30 MINUTES)  As before, at this point the community is regathered and we again hear from 6 random volunteers from the field to give the gathered a “glimpse” of voices from the field. This is also accompanied by an AI-generated meta summary of the EXPLORE TRIAD sharings that were previously generated.  
(155 minutes total elapsed time)  
  
**HARVEST STAGE**  
20) (HARVEST STAGE - 20 MINUTES):  The GENERATIVE DIALOGUE concludes with a facilitated Harvest Stage. Given the size of the group, this stage may be generated via text inputs and summarized in real time through AI (or perhaps another 10-minute round of dyads to surface most ideas and summarized with the help of AI.    
(175 minutes total elapsed time).  
  
21) (CLOSING - 5 MINUTES): The Mayor gives a final inspiring statement thanking the gathered community for their dedication and service to the City.  He invites further action.  Participants are instructed to send emojis feedback (like, love, mind blown…) to the group as a way of offering each other inspiration and feedback.  
(180 minutes total elapsed time)  
  
22) HARVEST FEEDBACK  
Following the dialogue, each participant is highly encouraged to spend an additional 10 minutes to rapidly input via text or speech, their immediate answers to a series of questions related to the impact of the gathering.  The AI-generated summaries will be available for review and further commentary after the gathering.   
  
Further iterative rounds of asynchronous, text-based dialogue (ala pol.is) would be great to add at this stage amongst those that participated, and possibly opening it up to others that weren’t part of the live event.   
  
FOLLOWUP  
23) Over the coming weeks, the Mayor receives favorable press related to his leadership in helping the city “begin to heal.” He commissions his deputy mayor to continue the process begun with the initial event.  There are subsequent followup Dialogues, hosted by the Mayor’s office, to flesh out and execute on an action plan moving forward.