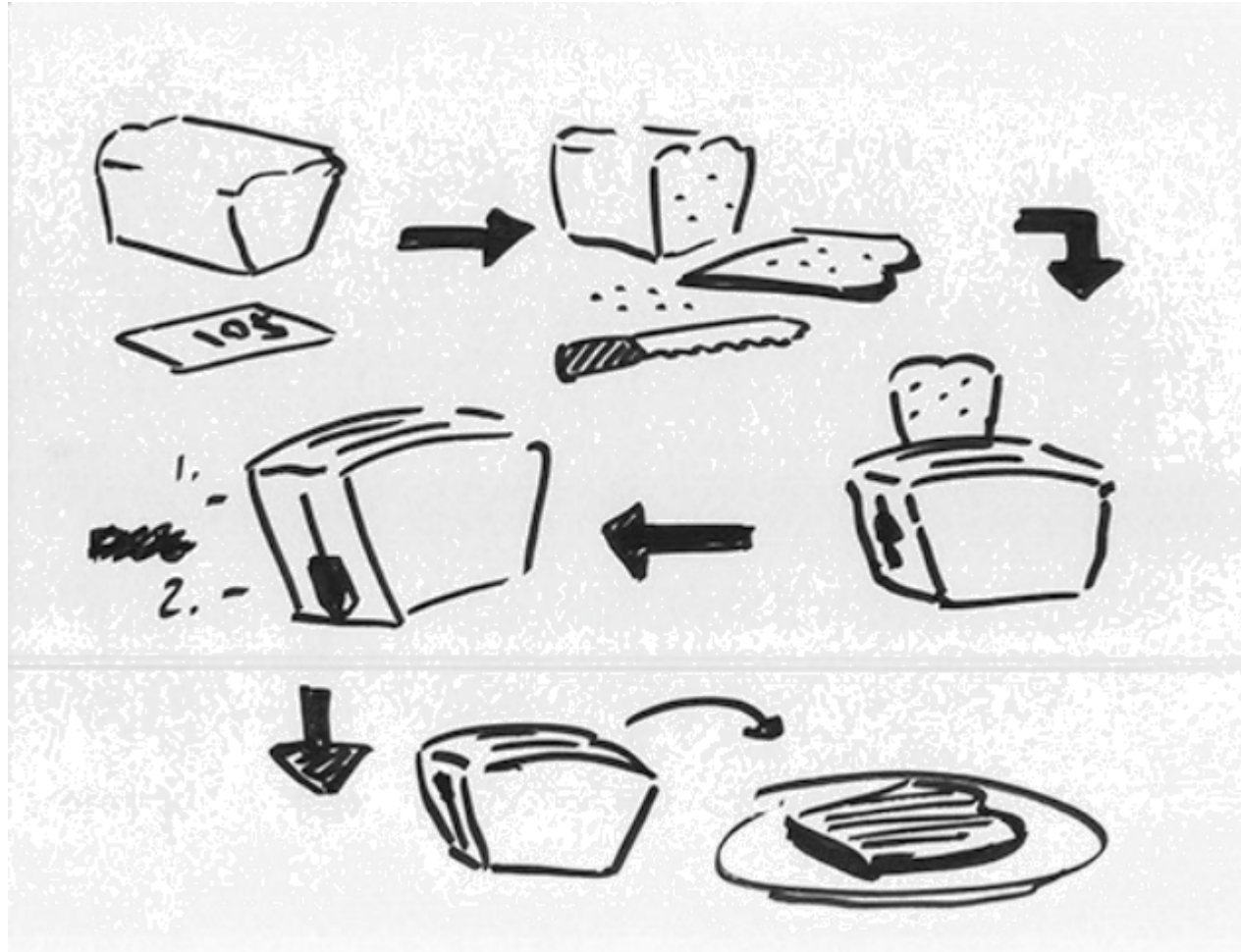
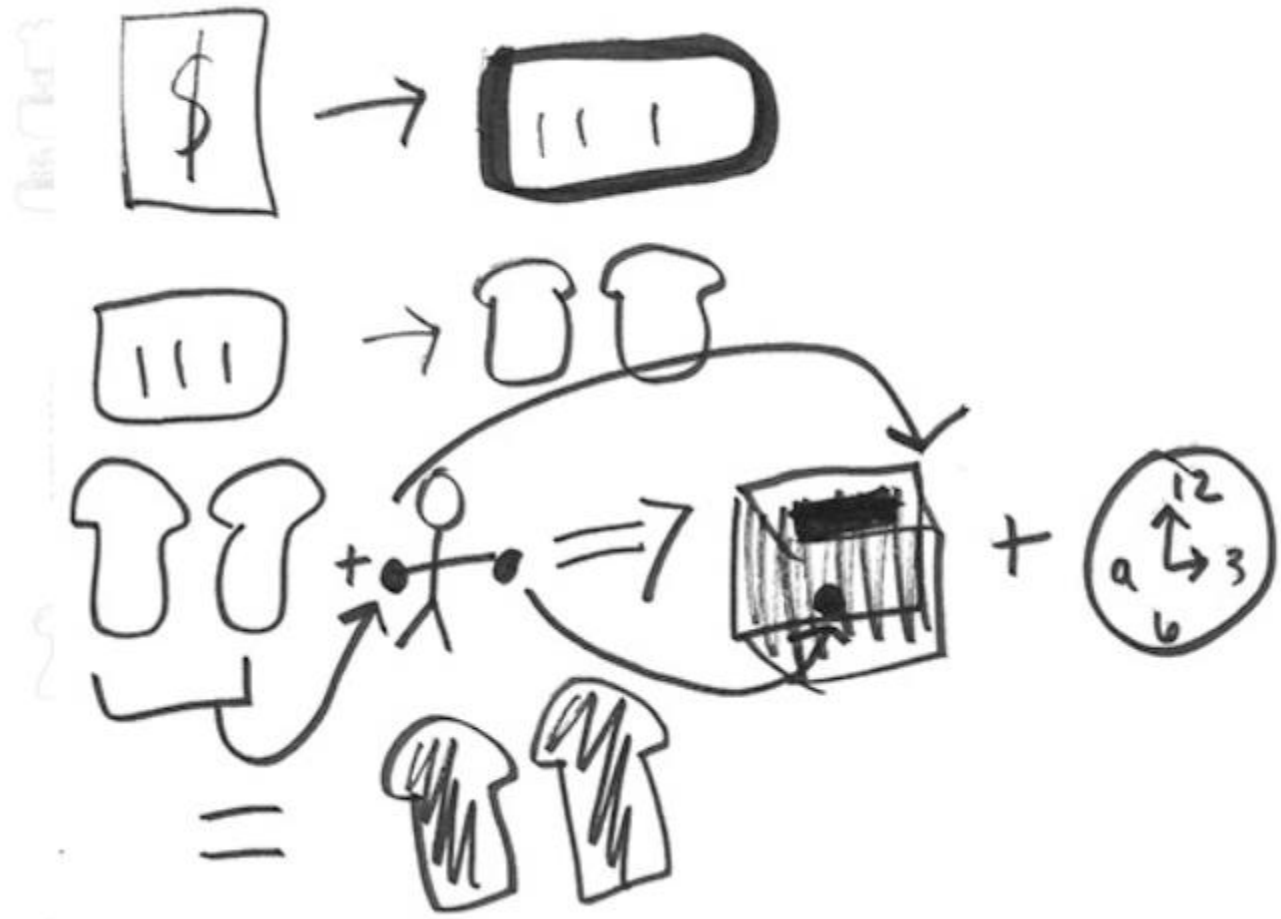


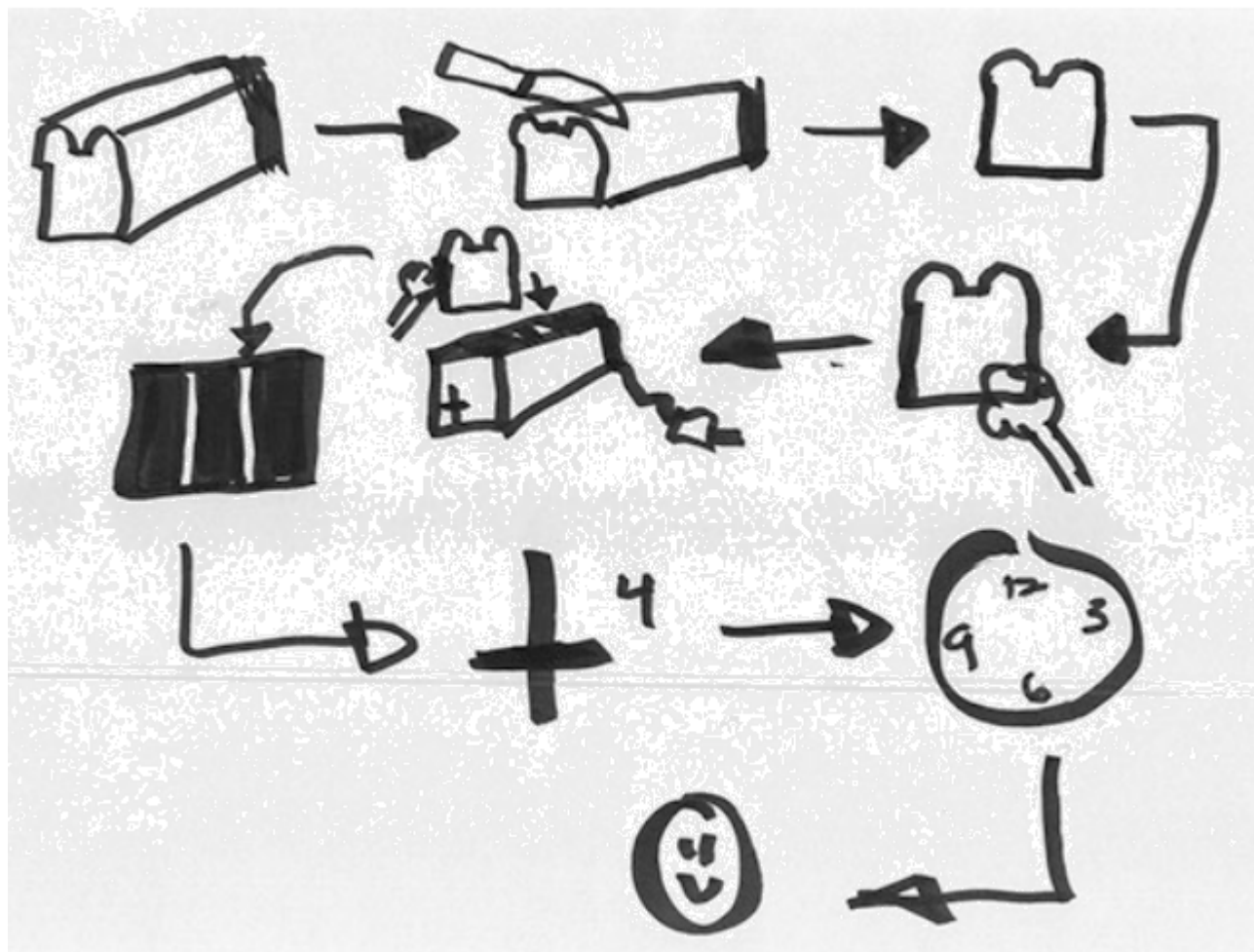


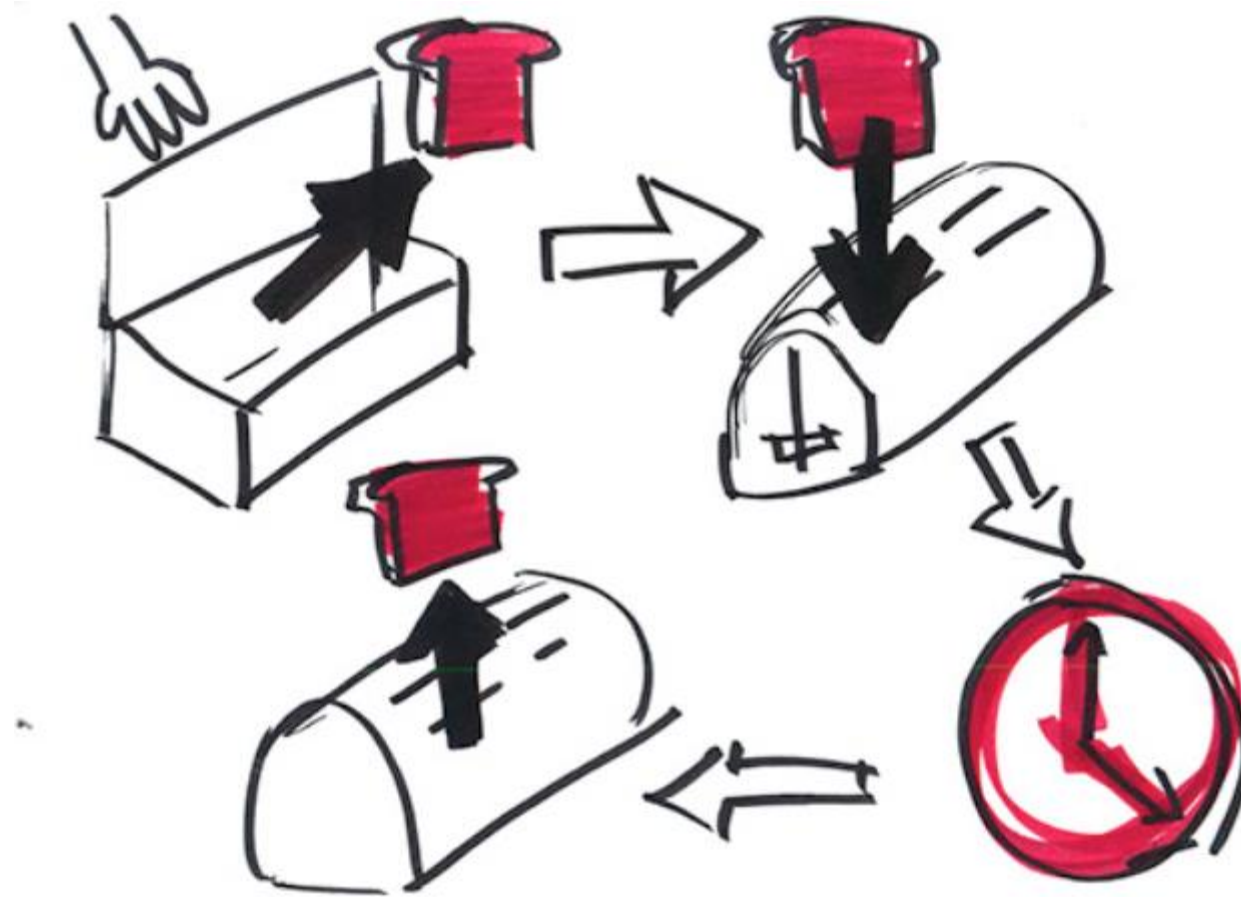
How to Make Toast

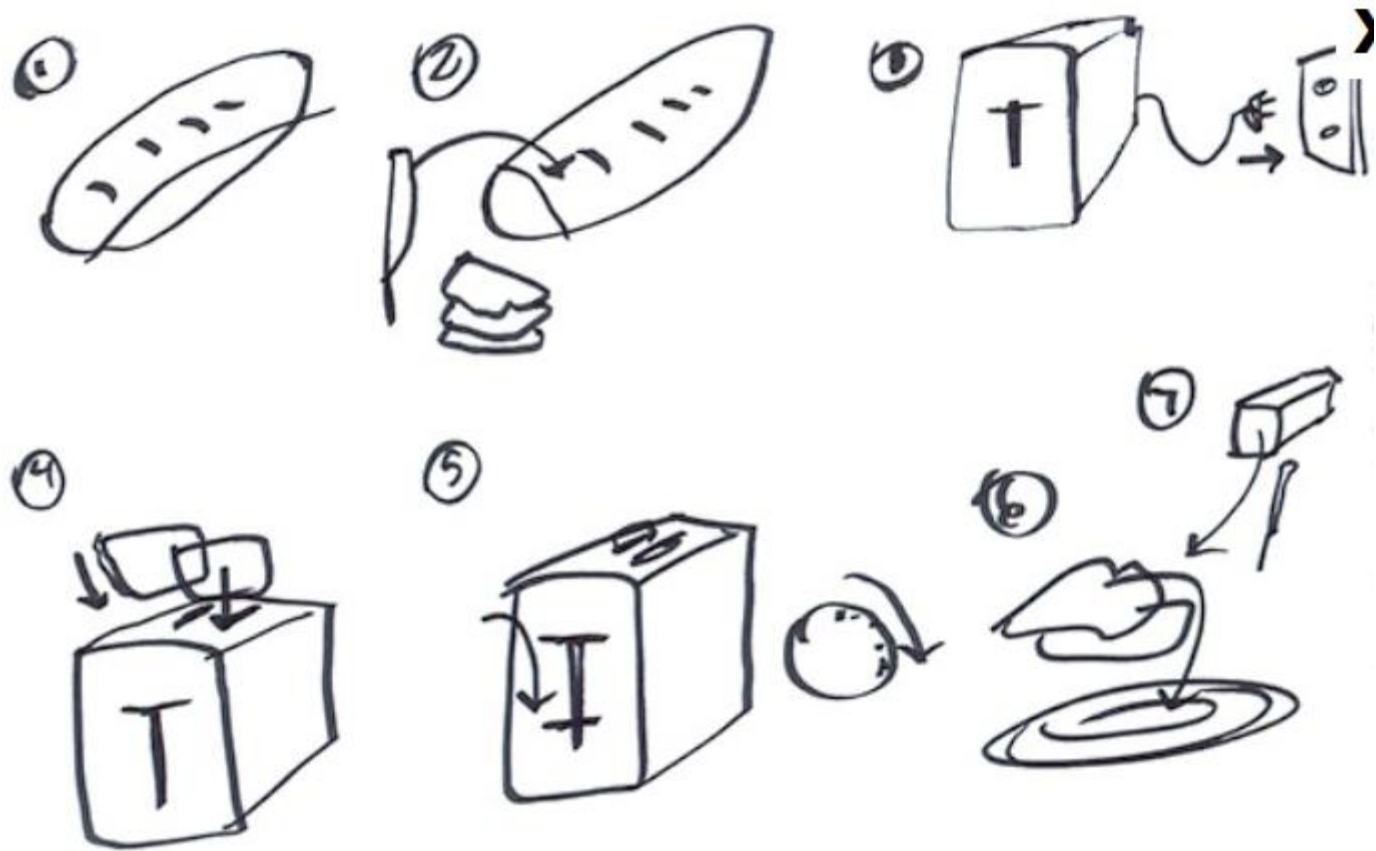


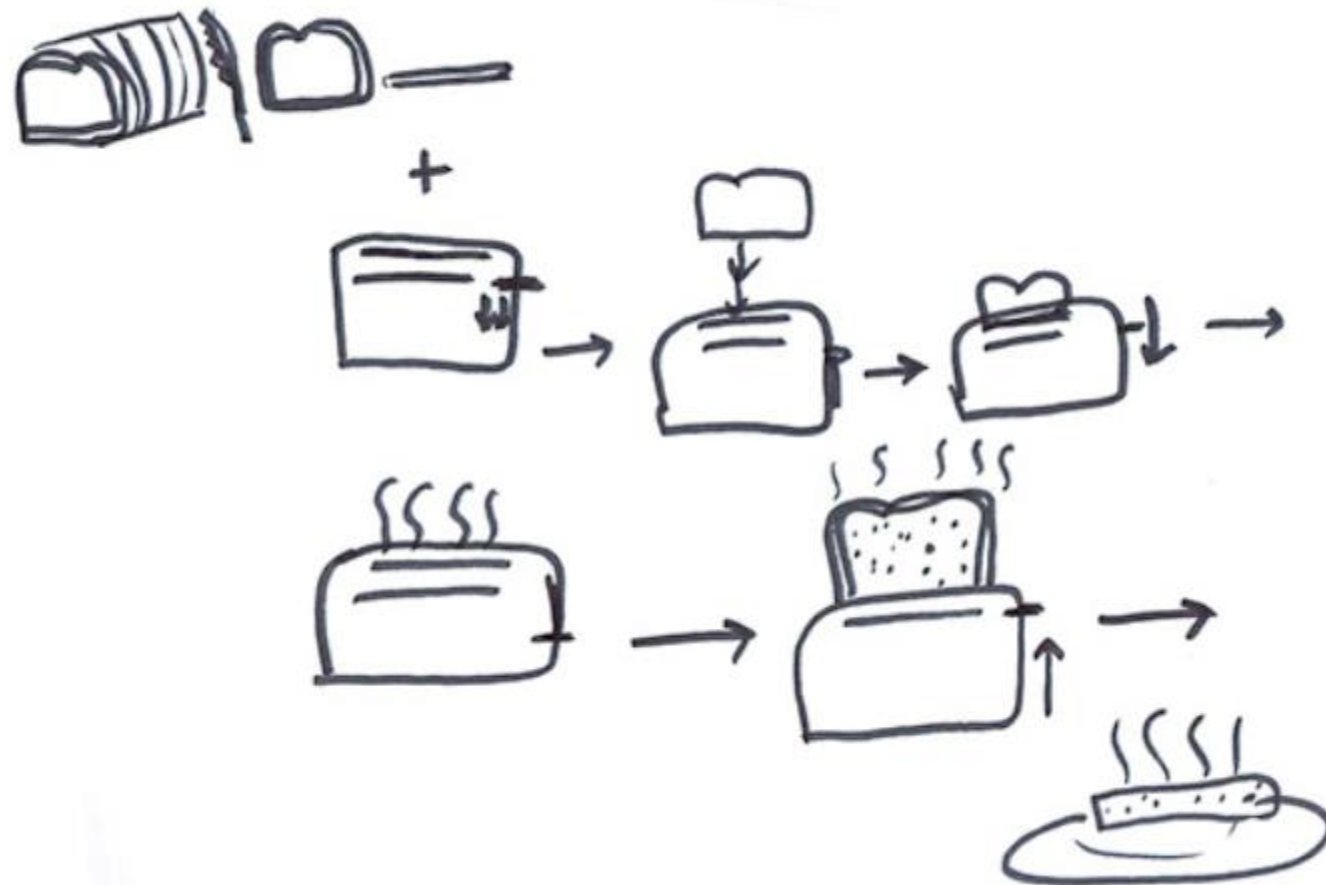








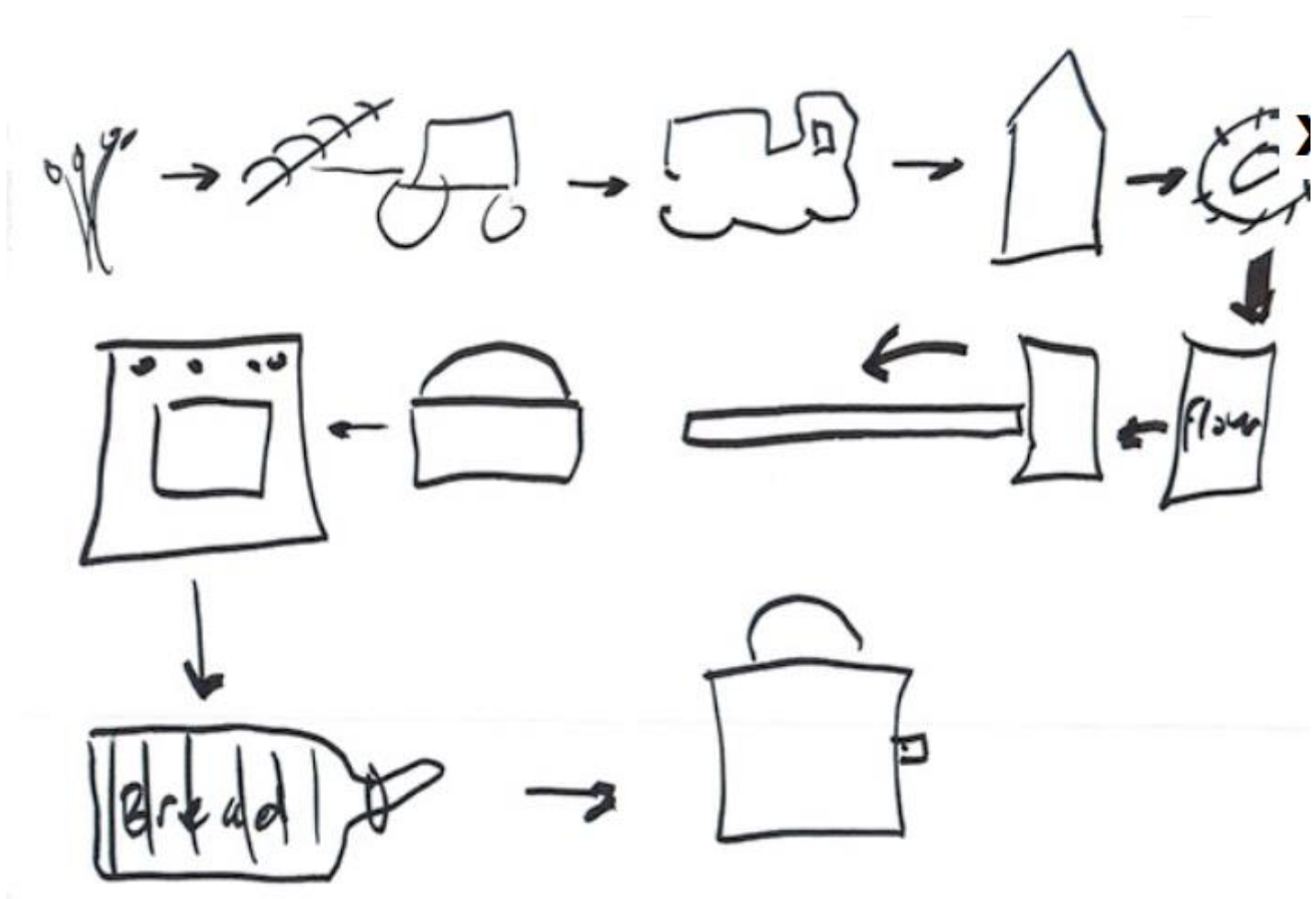


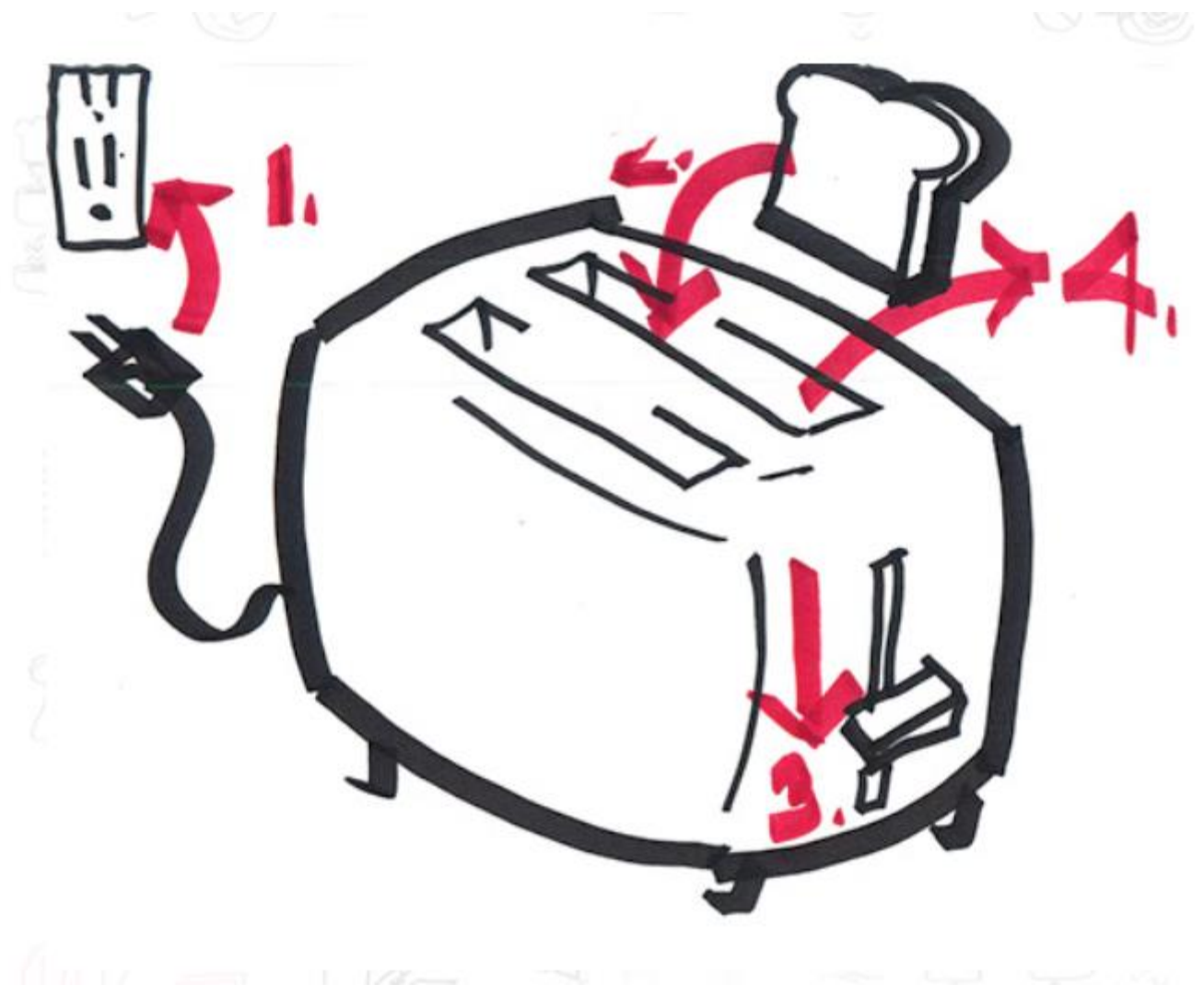


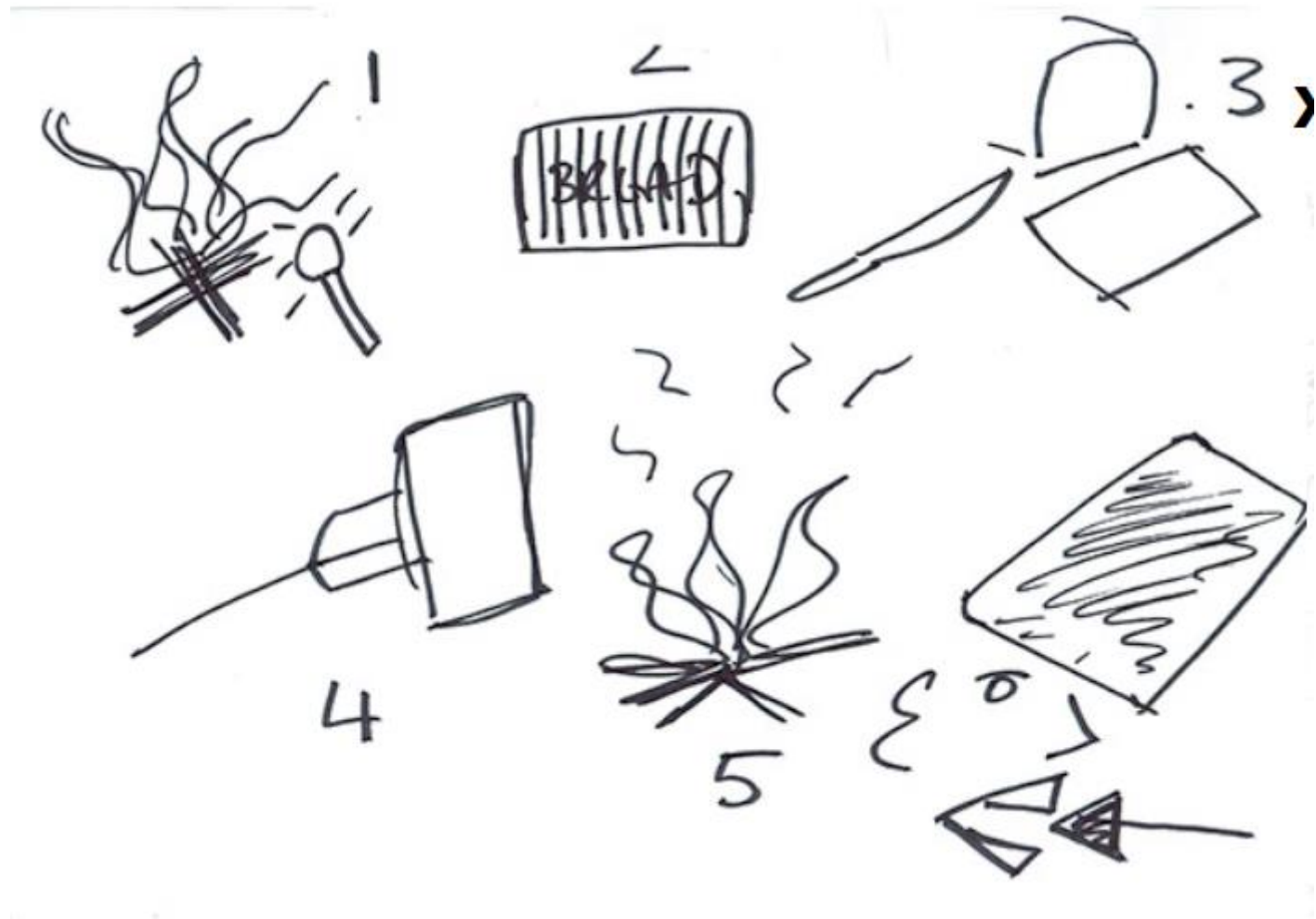


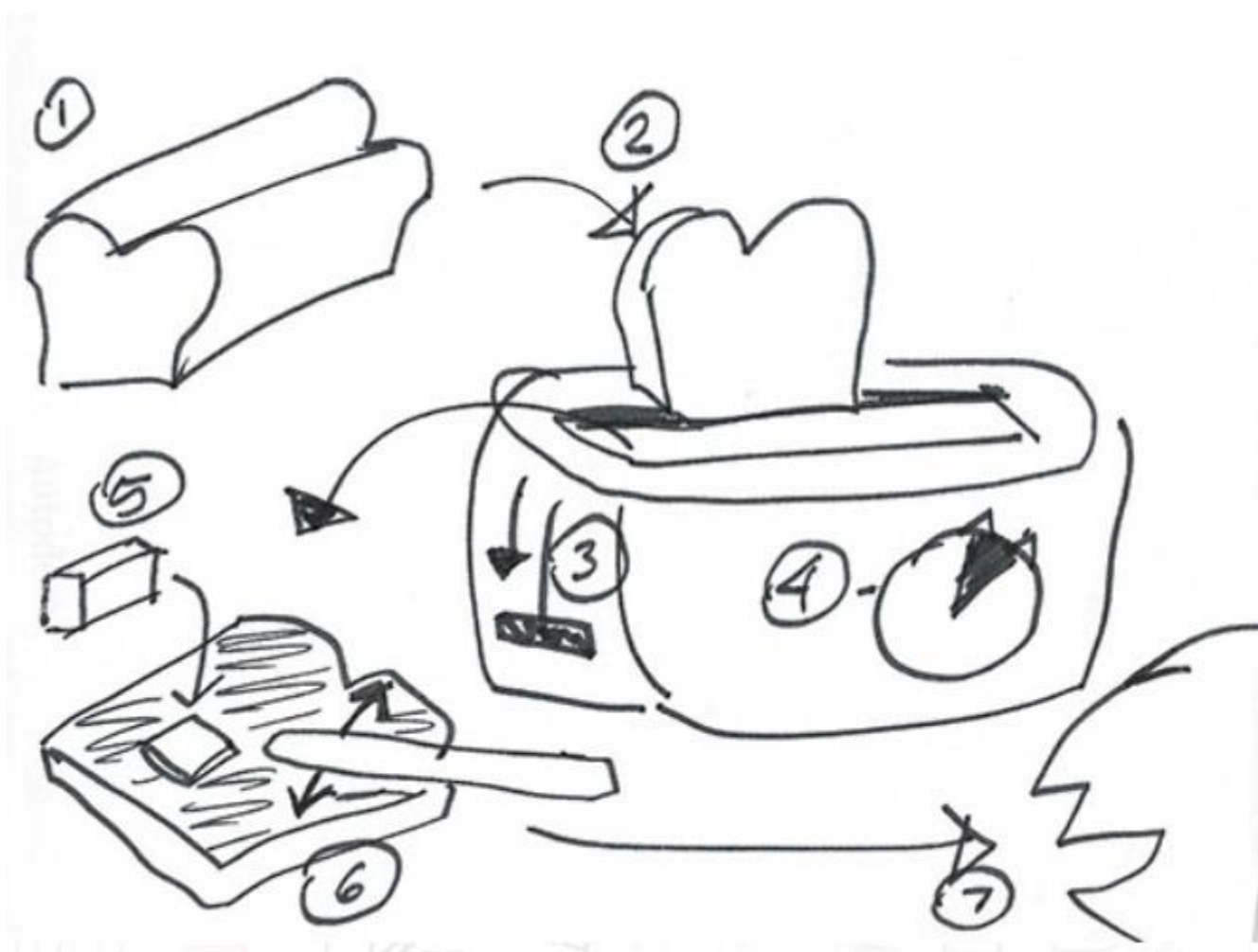
Hand-drawn diagram showing a house with the number 7-11 written inside, and an arrow pointing to it.

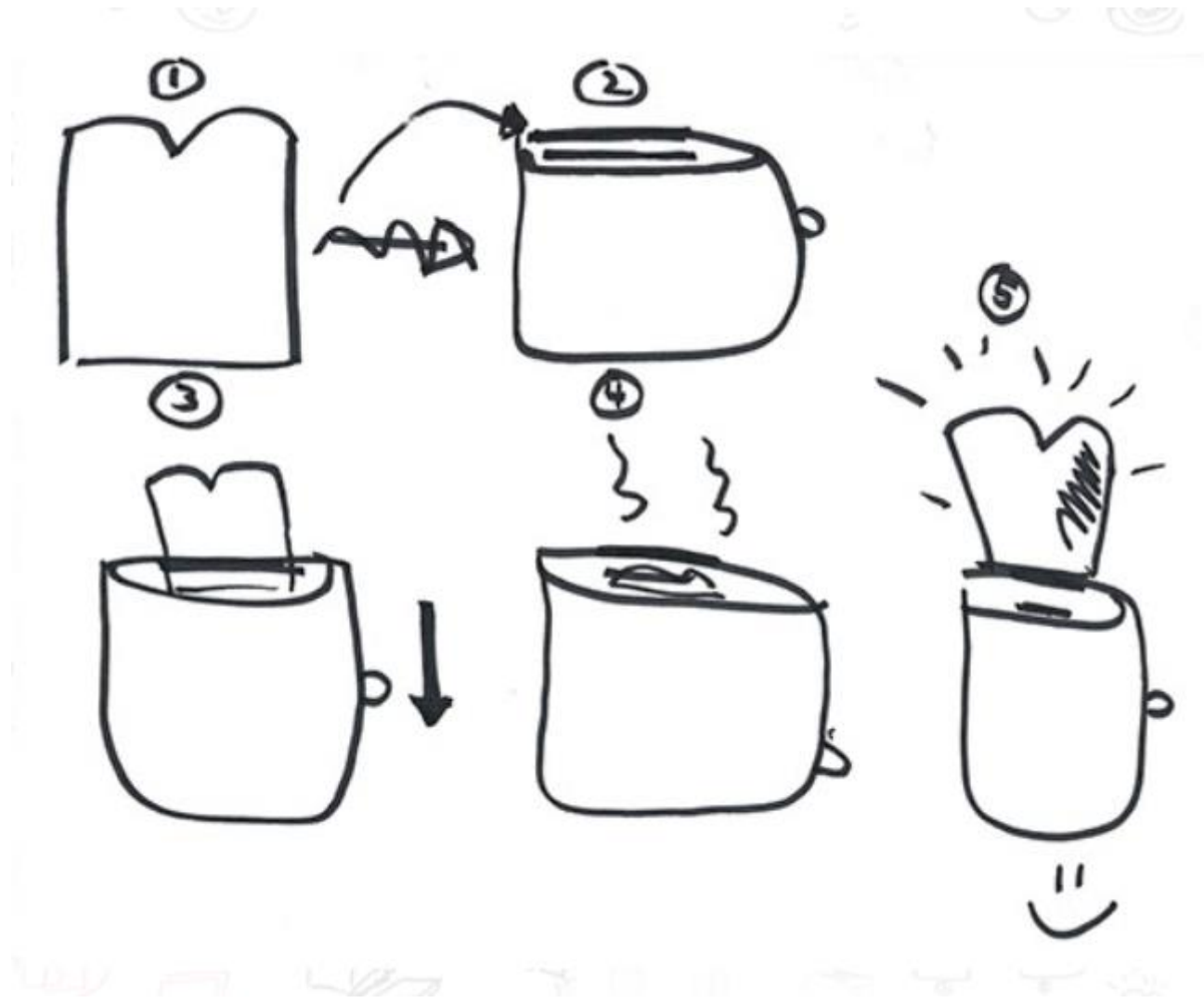


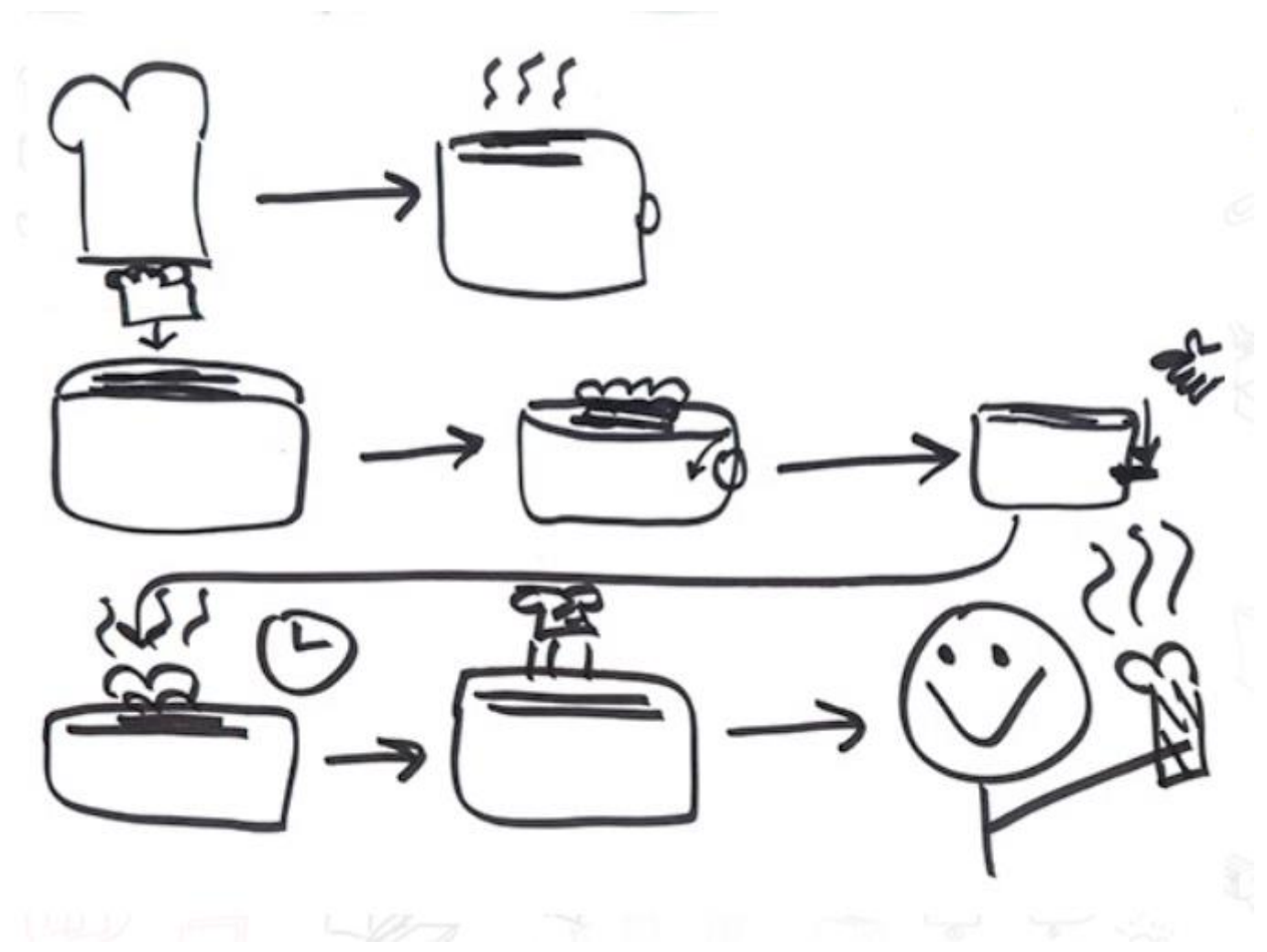


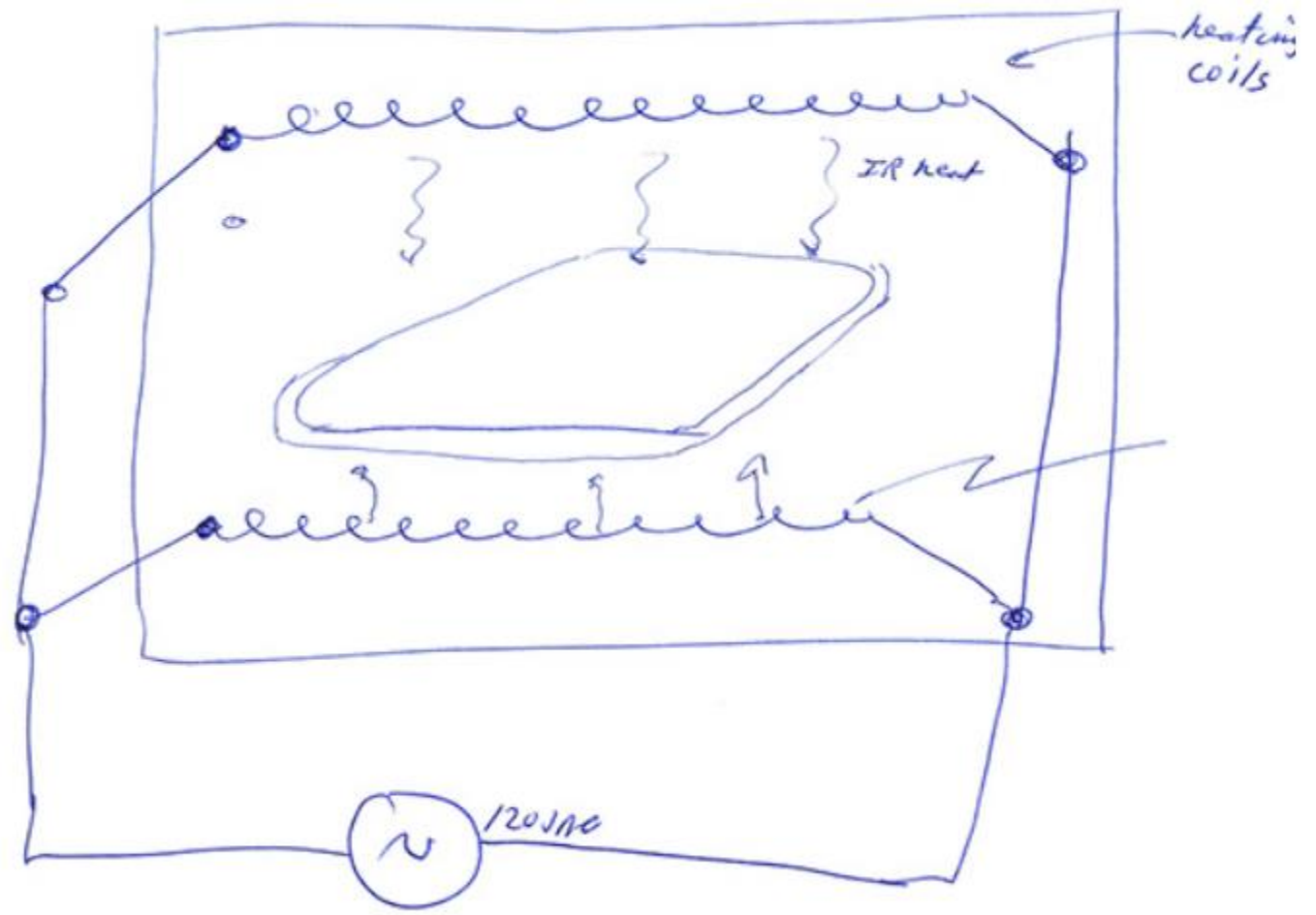








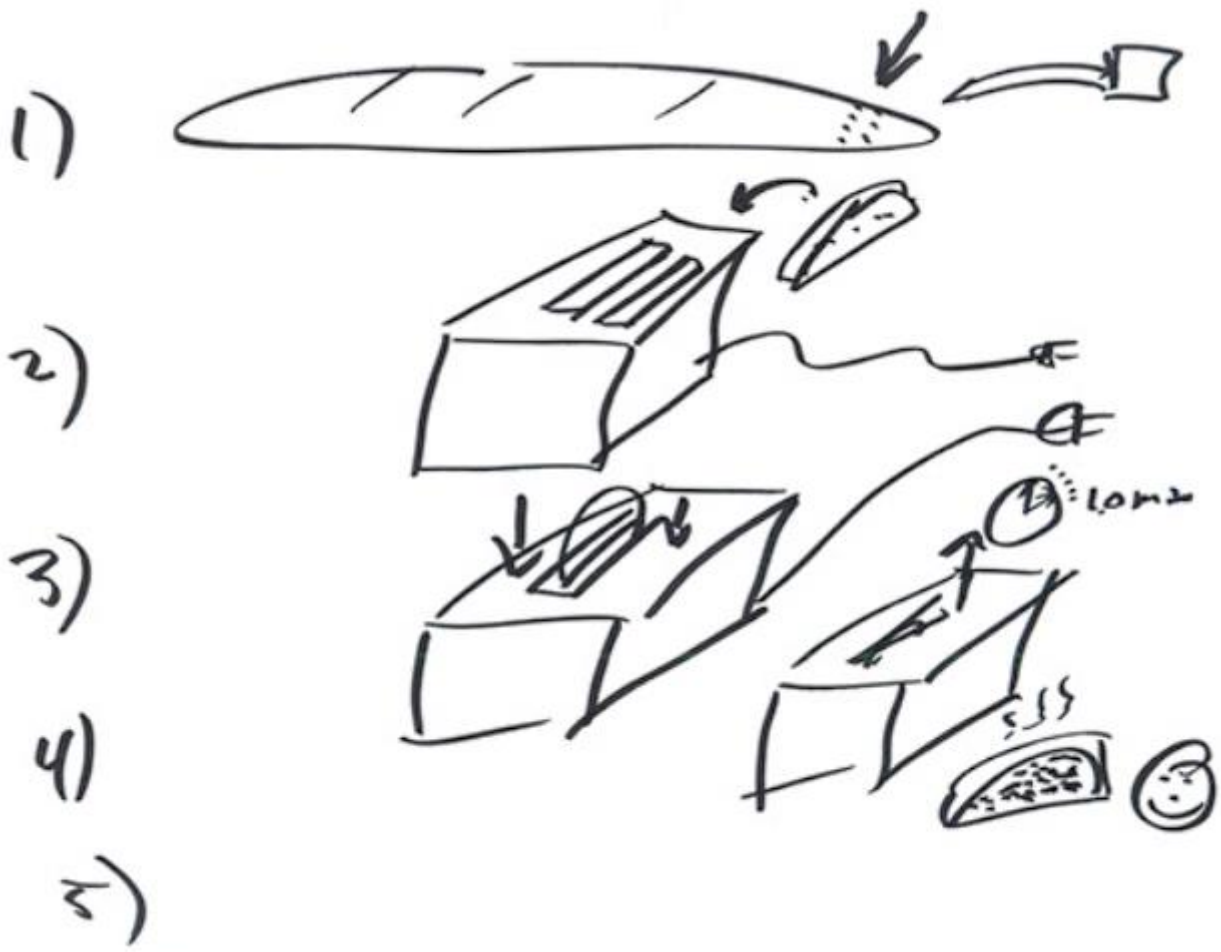


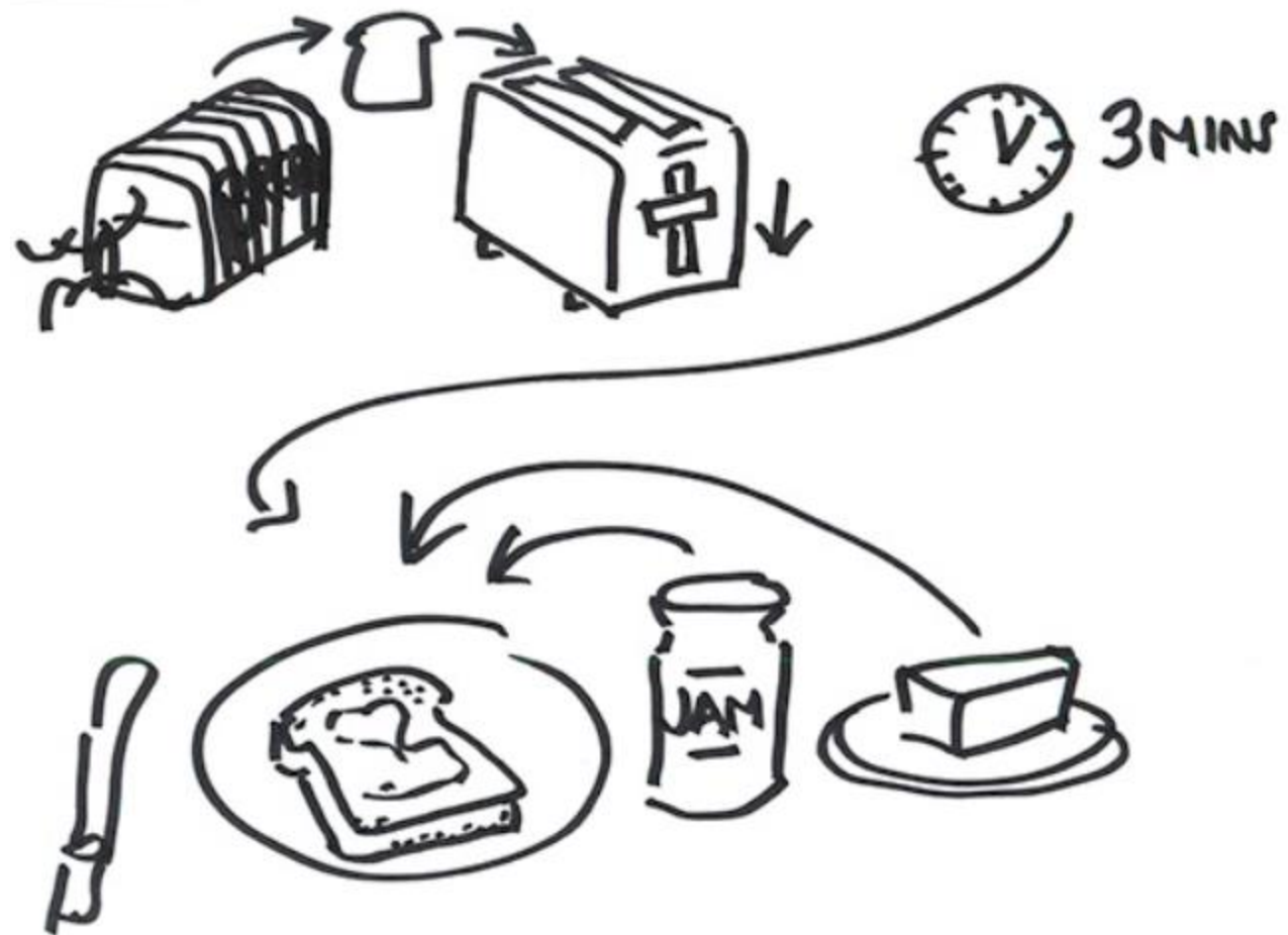




9 1 0







Objective

Enhance Process Mapping, AS-IS, TO-BE, Scope, the Start and End, Blocking steps. Reflect on individual and group understanding (Subject matter expert).

Understand mental models,

Proposal

Engage participants in the process mapping methodology applied to the DEFINE stage in process improvement / problem solving framework.

Visual thinking can reveal a deeper structure within our mental models: how we think things work and how we feel things should work. Draw Toast provides a simple vocabulary of the basic building blocks of systems. Nodes represent parts of the whole, mental objects or containers that describe who, what where and when. Links represent connections between nodes and can illustrate relationships, flows of information or material. Together, nodes and links create systems models. Models are visual representations of systems. They can be simple, such as toast-making or complex such as government legislation and nutrient flow. The act of making ideas visible helps people become clear about what they mean, engaged as the drawings become relevant to them, and aligned to create a shared picture of what is and what could be.

Dynamic

Run the meeting informally. Hand out markers and paper to everyone and **ask people to draw a picture of *how to make toast***.

Give them 2-3 minutes.

You may want to play toast-making music...

Have each person hold up their drawing for all to see. (Let the laughter start) Have the group place their drawings on a large wall space and comment on the drawings; pointing out which are simple and complex, which have people, and which don't.

Have people draw a picture how to improve what they are working on as a group. This can include almost anything, strategic or tactical. See 'Draw Questions' for inspiration. Make sure people draw individually and in silence.

Have people work at tables. showing and explaining their diagrams. Compare and contrast the diagrams and see what is similar and different between them. What links and nodes are common?

Based on and adapted from Tom Wujec, An Introduction to Systems Thinking and Wicked Problem Solving™. www.drawtoast.com

DrawToast is part of Tom Wujec's Wicked Problem Solving™ toolkit to help you get playfully clear about what's important in your organization.

