Experience Diagramming

There are many approaches to experience diagramming. Consider one of these formats.

24-hour clock
A nice way to diagram a person’s typical routines and behaviors throughout an average day.

Physical map
Great for illustrating how people move between physical locations, or within a room or building.

People, places, and things
Effective for diagramming a more complex set of interactions by clarifying who is involved, where they are, and with what they are interacting.

Emotional attributes
Useful for plotting a person’s feelings and emotional impressions as they move through an experience over time.
Experience Diagramming

Worksheet: People, places, and things

People
Who is involved?

Places
Where do people go?

Things
What do people interact with?