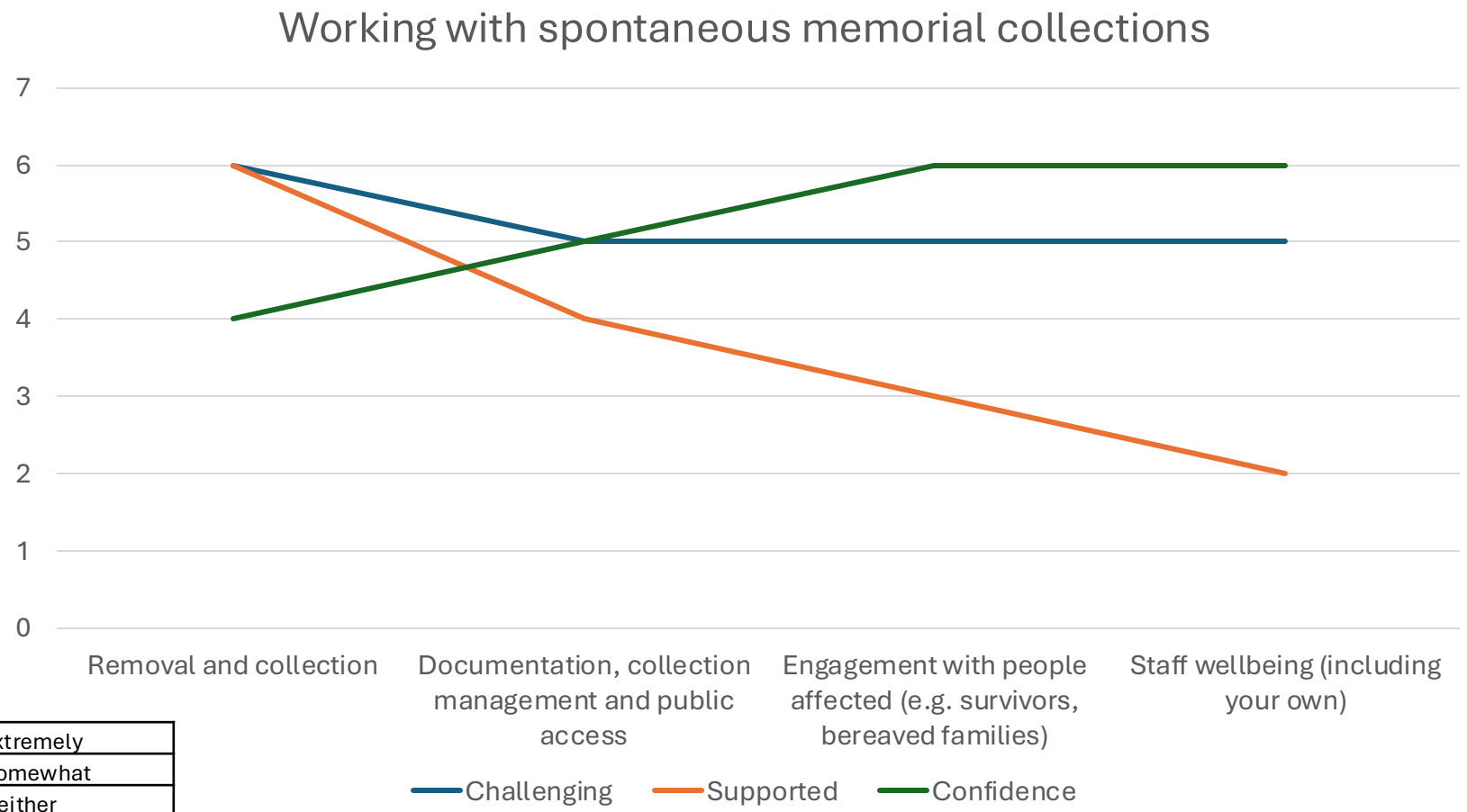
Journey Mapping examples



6	Extremely
5	Somewhat
4	Neither
3	Somewhat not
2	Not at all
1	Not applicable

How could we read these results?

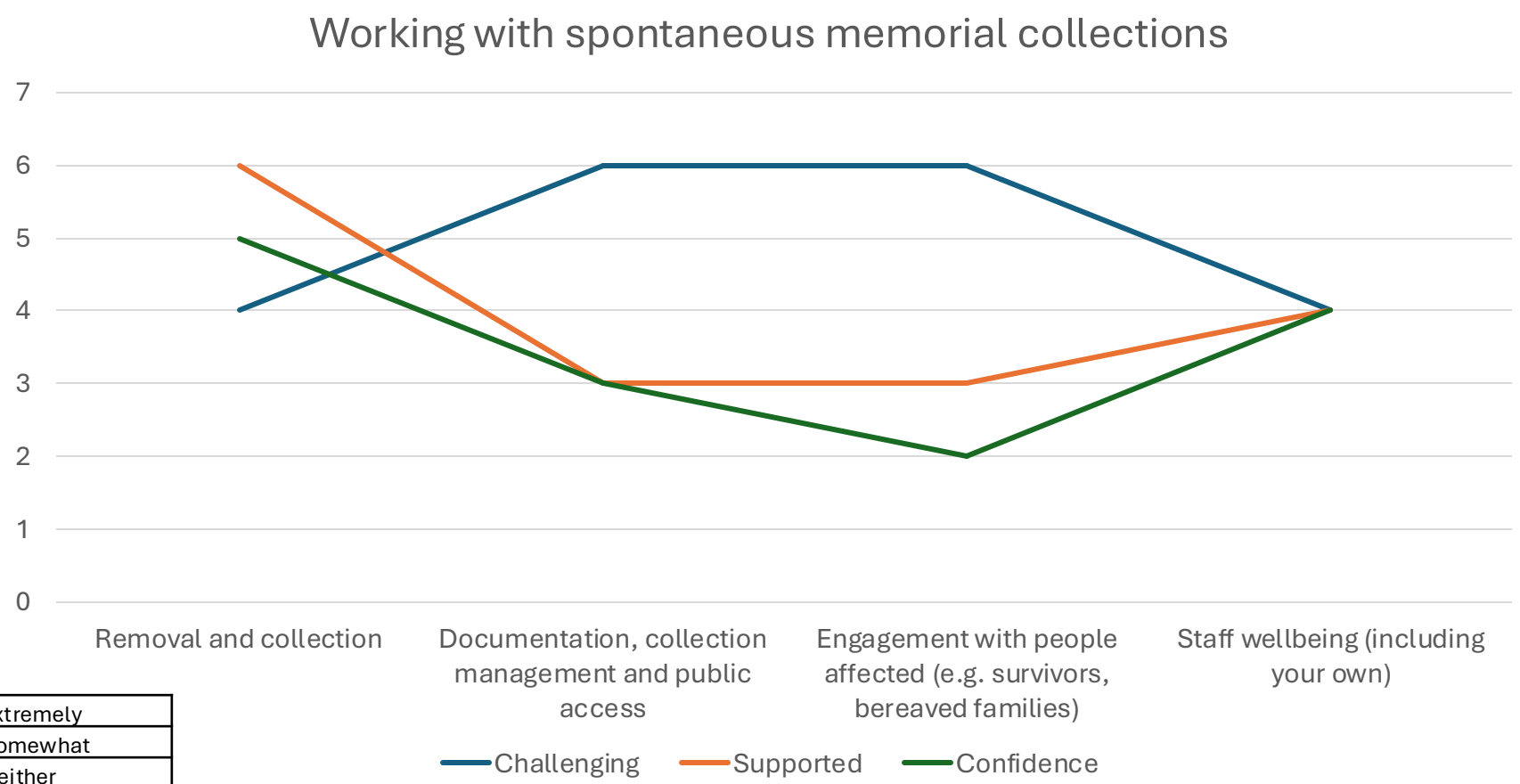
Stage 1 - work feels extremely challenging (this is new territory and public emotions are running high). Despite this, confidence levels are manageable as there is a high level of support in place

Stage 2 - still a challenge (this is their first experience of working with a collection like this) but documentation/collection management is their expertise so they feel more confident

Stage 3 - the challenge score has plateaued and remains consistent (they have concluded that working with these kinds of collections is always challenging) but the further into the work they go the more confident and knowledgeable they become. As a result, the levels of support they receive begins to drop, and they are now working autonomously.

Stage 4 - this trend continues

Journey Mapping examples



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How could we read these results?

Have a go at interpreting these results yourself

Are there any interesting correlations between different stages of work?