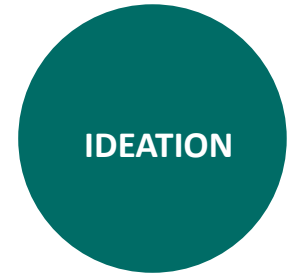


NARRATIVE SCENARIOS

Narrative scenarios are used to establish the details of how the proposed design is likely to be used. They challenge the participants to carefully map out how an intended design would be used and in doing so, the completed narrative scenarios can help envision how the product/service might be used in real life situations.



Estimated Timescale: 4 Hours

Materials: Storyboard Templates, Pens & Paper

Who should be involved?

Anyone who you're designing with / for - cultural heritage professionals, designers, technologists etc.

Why should you use this method?

If you are willing to explore creative ideas and to come up with novel ideas.

If you wish to emphasise ownership, the method doesn't require any specific skills and so is open to all.

STEP 1 (ADVANCE PREPARATION)

- Write a brief - defining who the intended user(s) of the product might be and prepare storyboard templates.

STEP 2

- Divide larger groups into small groups of 3-5 people (ideally people of different profiles).
- Have the facilitator deliver a clear outline of the intended user(s)/persona for whom they must devise a scenario. Ask that each group collectively formulate a scenario for how they would imagine the future use of the product/service over a given number of scenes, as per template. Encourage the groups to draw comic book style scenes. Scenes could contain specific locations, objects, interactions, speech and thought bubbles, etc.
- Provide each group with materials - a storyboard template and pens and paper

STEP 3

- Each group works collaboratively - discussing the sequence of events and narrating the scenario with sketches and text for each of the scenes on the template.
- While they are working, remind the groups to identify the pros/cons/limitations/constraints of the scenario, as a way of testing out what is relevant to the design outcome.

STEP 4

- Each of the groups present the storyboards to the other groups
- Allow others to contribute constructive feedback and to ask questions.

WHAT NEXT?

- Allow the possibility of a second round of adaptation so as to be able to include things that you may have missed out on, in the discussion.
- In the weeks after using the method, give feedback to the participants to show how input has been used (so the dialogue continues.)
- The completed narrative scenarios can be analysed and used as input into the user / system requirements of the product/service.

Tips for successfully carrying out this method

- Make sure that the brief is clear and that the facilitator is present to reinforce the objectives of the brief as the exercise progresses
- Ideally, the facilitator is not part of any group, so the ideas are not influenced by the facilitator and each group is supervised and supported uniformly.
- Ensure good timekeeping so that the groups move on from scene to scene and complete the task on time.
- Ensure that the mix of people in the groups is well balanced.