

Process Mapping

Everyone maps the process on their own, then Tedi merges the maps into one the team checks together.

PROCESS STEPS

What really happens in a normal week, left to right.

KEY ○ Start / end □ Step ◇ Decision: Yes / No → What comes next

02

START

01

The trigger: what starts it?



END

01

The result: when is it done?

On the combined map, write under each step how many maps had it.

☐ My own map ☐ Combined map

BLIND SPOTS

03

Steps only one map had. Who knows them, and what breaks without them?

DISAGREEMENTS

04

Where the maps order or branch the work differently.

How to run Process Mapping

TIME

45–60 mins

WHO JOINS

3 to 10 people who do the work, not only the ones who manage it

YOU LEAVE WITH

One agreed process map, with blind spots and disagreements flagged.

What it is

A process map shows how a piece of work gets from the trigger that starts it to the result that ends it: each step in order, the decisions that split the path, and where work waits or loops back. Most maps are drawn in one meeting by whoever holds the pen, so they show the process as the handbook describes it. This template has everyone map the process on their own first, then combines the maps into one. The steps only one person knew about and the places where people order the work differently are often the most useful things on the page.

When to use it

Use it when a handoff keeps going wrong, when work takes longer than anyone can explain, before you automate or change a process, when you onboard someone into work nobody has written down, or when two teams blame each other for delays. It works for any process that repeats and has a clear start and end: orders, refunds, hiring, the month-end close, a support ticket.

How to run it

Agree the process first: one trigger that starts it and one result that ends it, both things you could see happen. Then give everyone ten to fifteen minutes to map it on their own, left to right: one step per box in a few words, a diamond for each decision with a Yes and a No path, and arrows for what comes next, rework loops included. Combine the maps into one and note how many maps had each step. Walk the main path together first, then take each step only one person mapped and each place where the maps disagree, and decide what really happens. Finish by marking where work waits longest and giving each fix an owner.

Watch out for

- ✗ Mapping the process the way the handbook says it runs, instead of what happens in a normal week.
- ✗ Drawing the map together from the start, so the loudest or most senior person sets the picture.
- ✗ Leaving the start and end vague (“Sales”, “Customer happy”), so everyone maps a different process.
- ✗ Packing several steps into one box, like “Process the order”.
- ✗ Deleting the steps only one person mapped as mistakes, when they're often the work nobody else sees.
- ✗ Picking one version where the maps disagree without asking why, when the process may really run differently case by case.
- ✗ Ending with a neat map and no owner for the fixes it showed.

Questions for each section

01 SCOPE

- What's the very first thing that kicks this process off?
- When is it truly finished, and how would you know?

02 PROCESS STEPS

- What really happens next in a normal week, not what the handbook says?
- Who does this step, and what do they need before they can start?
- Where does the path split, and what decides which way it goes?

03 BLIND SPOTS

- Only one map has this step. Who knows it, and what would go wrong if it didn't happen?
- Is this work the rest of the team never sees, or does it only happen sometimes?

04 DISAGREEMENTS

- Does the order depend on the case, or do people simply do it differently?
- Should this be a decision, with a different path for each case?

	DECISION OR ACTION	OWNER	DUE	DONE
01				☐
02				☐
03				☐
04				☐
05				☐
06				☐
07				☐
08				☐
09				☐
10				☐
11				☐
12				☐

Good points that aren't for today. Note them so the room can move on.



Next time, let Tedi
run the room.

Video, one shared canvas and a facilitator who writes this page up for you. Free to start.

teamsfacilitator.com/process-mapping-template