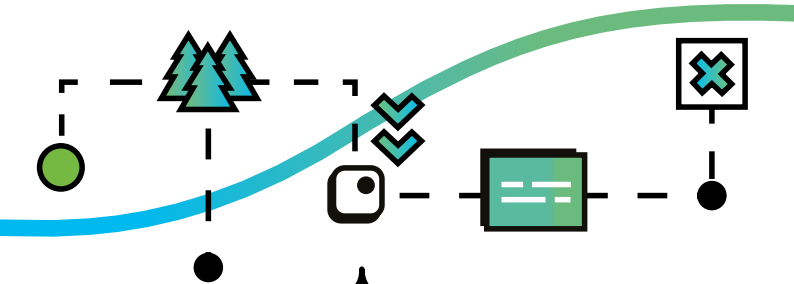


Hike Mapping

Understanding systems through human experiences with Life Event Mapping.



Duration

2-8 Hours

Participants

2-8

Effort



Material

- Whiteboard
- Sticky notes
- Markers
- Journey template
- Research insights

Roles

- Facilitator
- Participants
- Experts (optional)
- Users/Citizens (optional)

Learn more:



What is Life Event Mapping?

It is a method for exploring life events from the perspective of the people experiencing them.

By mapping journeys such as moving to a new city, becoming a parent, applying for citizenship, or accessing public services, teams gain a holistic understanding of the steps, actors, dependencies, emotions, and barriers involved.

The resulting map reveals how people navigate complex systems over time and helps identify opportunities for improvement.

That's what's important:

The goal of Life Event Mapping is not to create a perfect process diagram, but to understand how a person experiences a situation from beginning to end.

Pay particular attention to moments of uncertainty, waiting, hidden work, emotional highs and lows, and interactions between different actors. These moments often reveal the most valuable insights and opportunities for change.



*An initiative of the
Public Design degree program*

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