

## Identify Important Information in Stories

Isolate the most important pieces of information from Tool #11 (Share User Stories) and cluster into themes. These themes will be further investigated with Tool #13 (Diagnose the Underlying Causes). Consider sharing user stories and identifying important information during the same team work session.

Add final themes to your Field Notes Map next to the learning goal and assumption(s) they respond to.



### Independent Analysis

After (or during) 'Share User Stories,' individual team members should note important information—one thought per sticky note—according to the *Criteria for Important Information* below.



### Group Analysis & Generation

Share sticky notes from the *Independent Analysis* in small groups. Use each other's sticky notes to generate additional notes about what seemed important (refrain from criticizing what others share).



### Cluster Themes

Group the sticky notes by common theme on a wall—what collectively stood out to the group?

#### Criteria for Important Information

##### Surprise:

Does the information cause you to raise an eyebrow?



##### Familiar:

Have you seen this before in other contexts?



##### Patterns:

Are there recurrences you spot across stories and observations?

