

Figures from Chapter Eleven (Narrative Sensemaking) of
Working with Stories in Your Community or Organization: Participatory Narrative Inquiry
(Third Edition)
by Cynthia F. Kurtz

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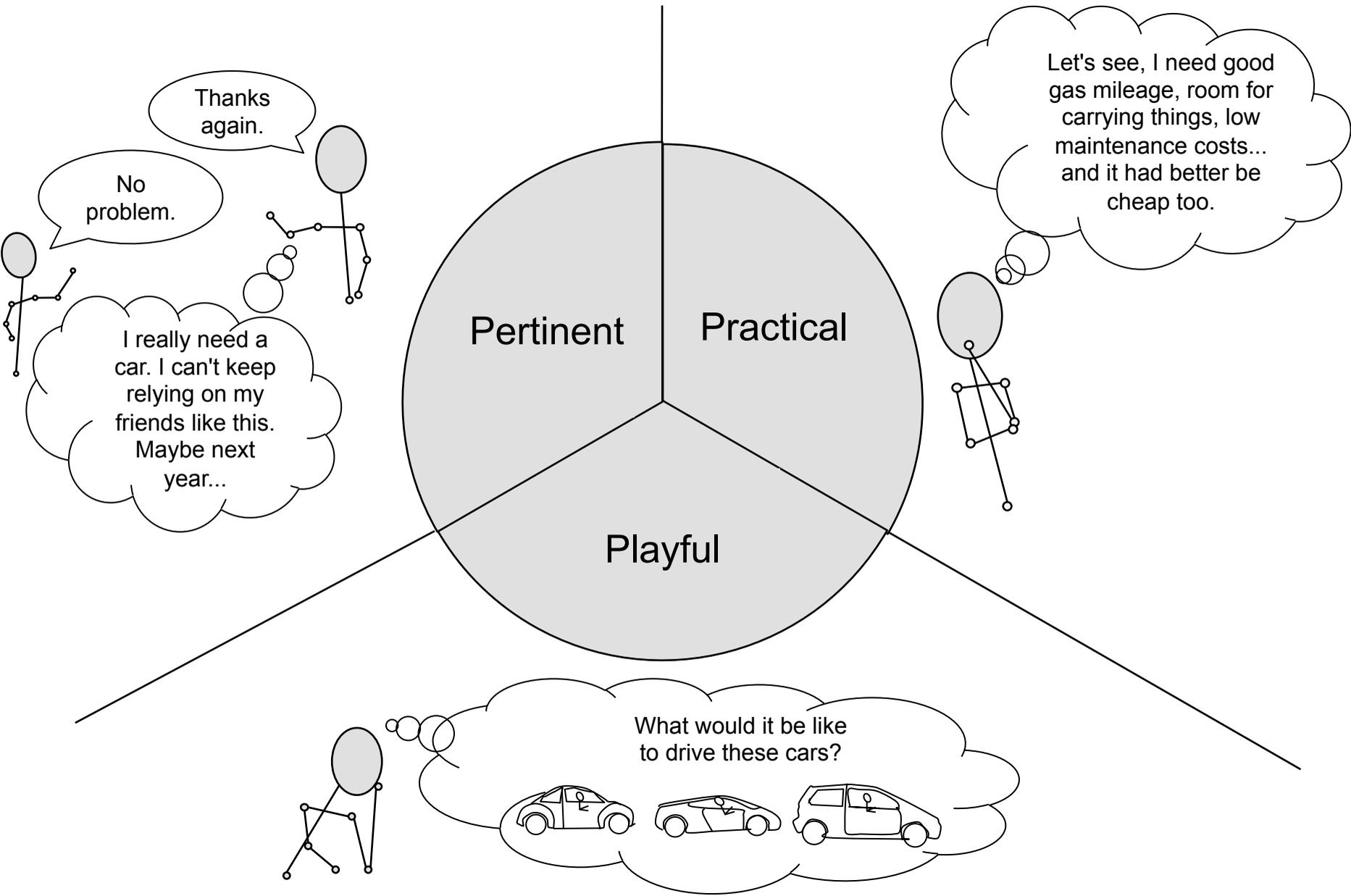
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Figure from *Working with Stories in Your Community or Organization: Participatory Narrative Inquiry* (Third Edition) by Cynthia F. Kurtz. Use granted under the Creative Commons Attribution-ShareAlike 3.0 Unported License.



Thanks again.

No problem.

I really need a car. I can't keep relying on my friends like this. Maybe next year...

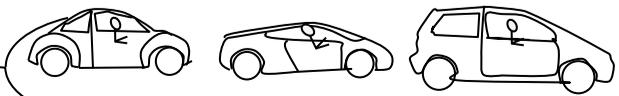
Let's see, I need good gas mileage, room for carrying things, low maintenance costs... and it had better be cheap too.

Pertinent

Practical

Playful

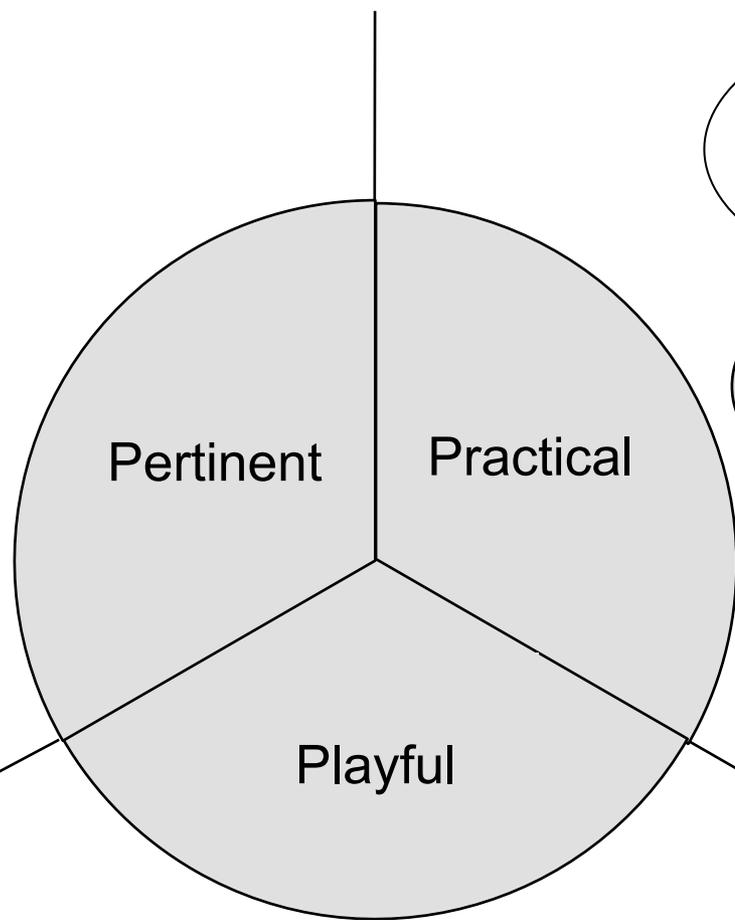
What would it be like to drive these cars?



Thanks again.

No problem.

It sure is great to be the one helping out. I didn't realize how many people would ask, though.

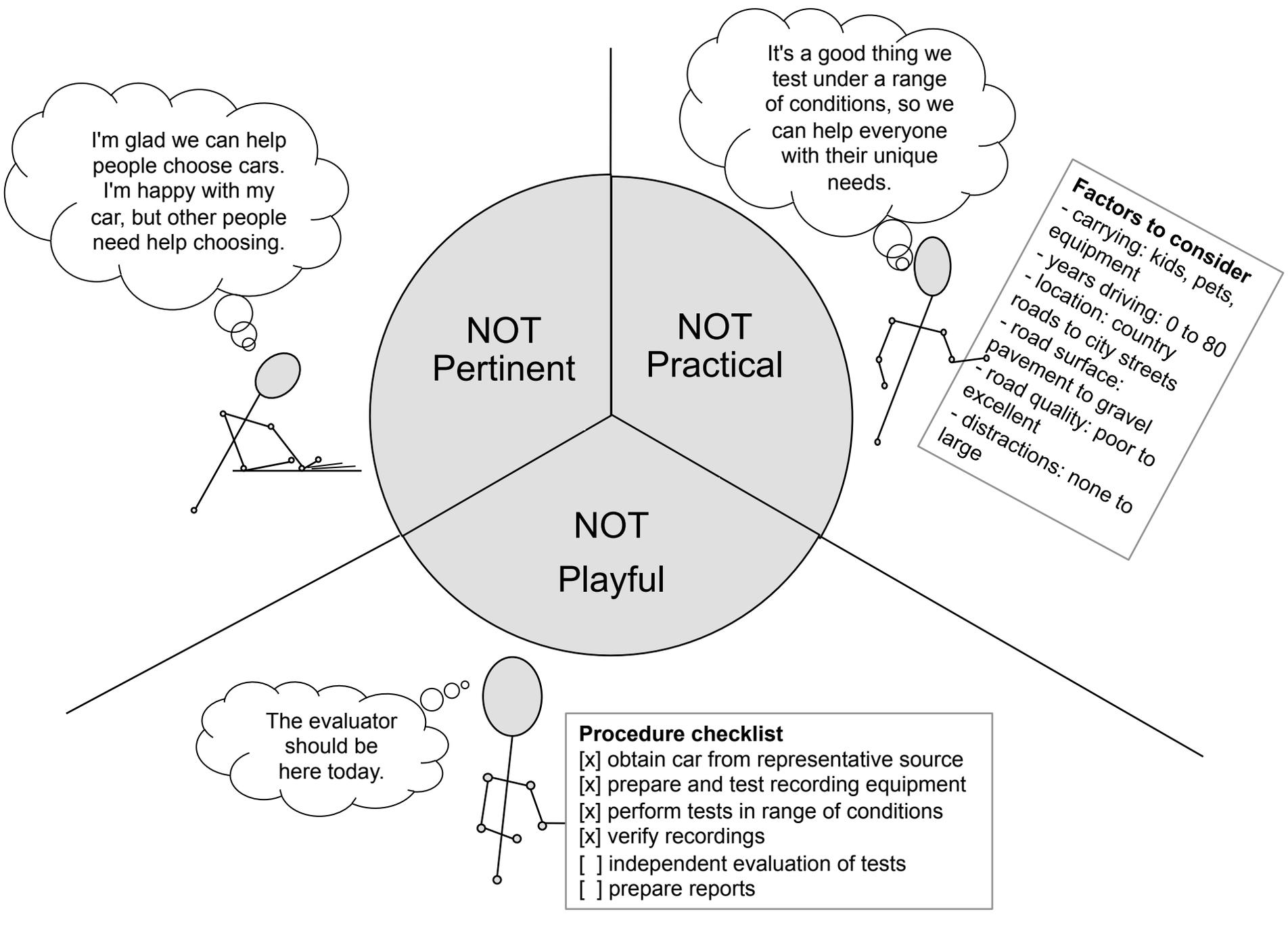


The oil changes are expensive! And the fuel consumption is higher than they said it would be. And I can't fit my guitar in the back. And I hate the color.

I see.

What would it have been like if I had bought these other cars?

Illustrations of a convertible and a minivan.



I'm glad we can help people choose cars. I'm happy with my car, but other people need help choosing.

It's a good thing we test under a range of conditions, so we can help everyone with their unique needs.

NOT Pertinent

NOT Practical

NOT Playful

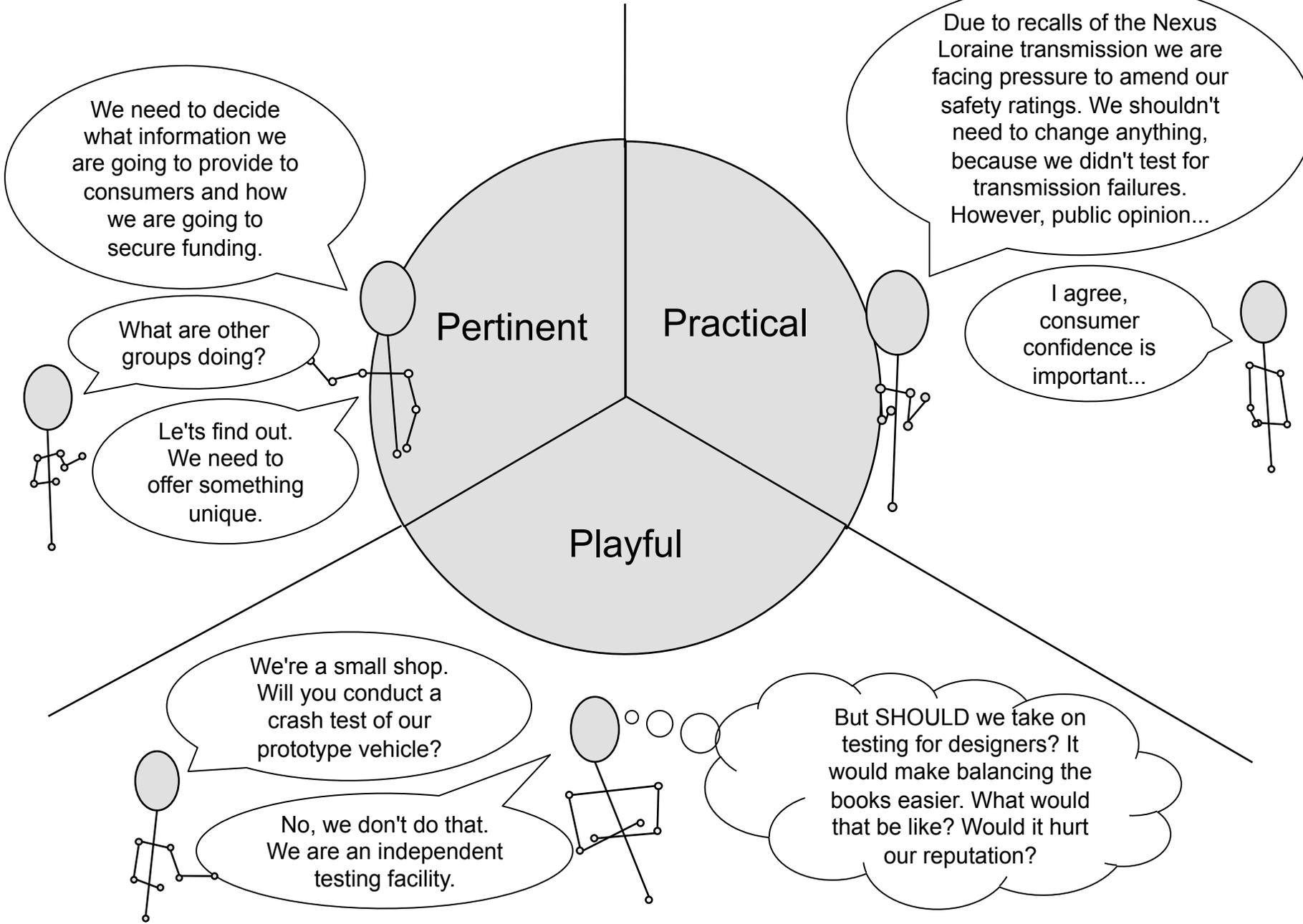
The evaluator should be here today.

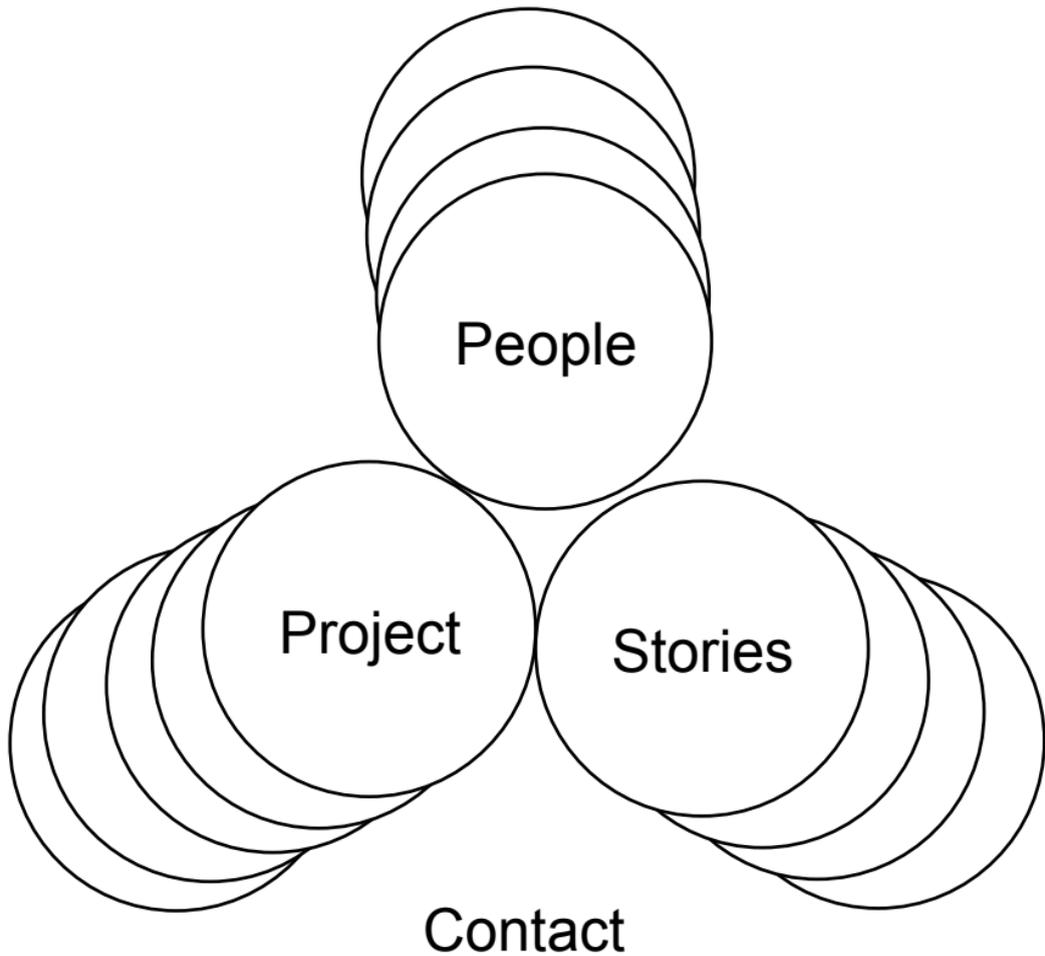
Factors to consider

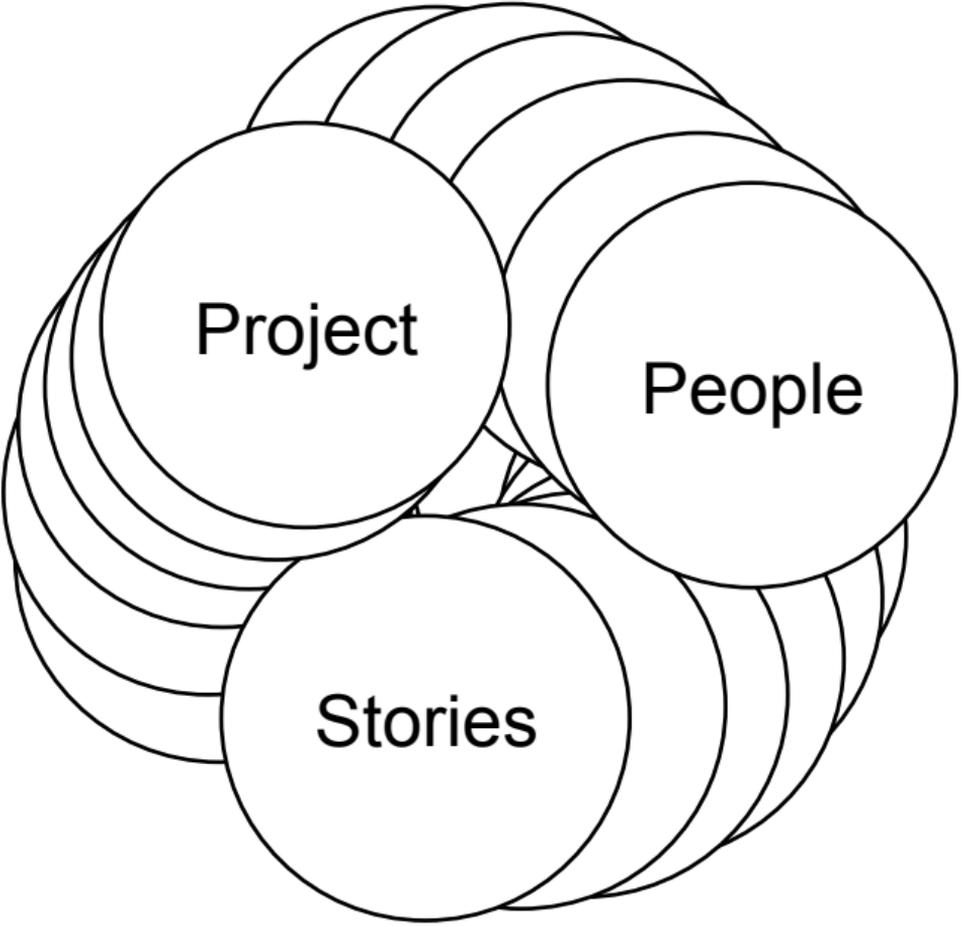
- carrying: kids, pets, equipment
- years driving: 0 to 80
- location: country roads to city streets
- road surface: pavement to gravel
- road quality: poor to excellent
- distractions: none to large

Procedure checklist

- obtain car from representative source
- prepare and test recording equipment
- perform tests in range of conditions
- verify recordings
- independent evaluation of tests
- prepare reports





A diagram consisting of three overlapping circles arranged in a triangular pattern. The top-left circle is labeled 'Project', the top-right circle is labeled 'People', and the bottom circle is labeled 'Stories'. Each circle is drawn with multiple overlapping outlines, creating a layered or 'stacked' effect. The circles overlap in the center, and their outer edges are slightly offset from each other.

Project

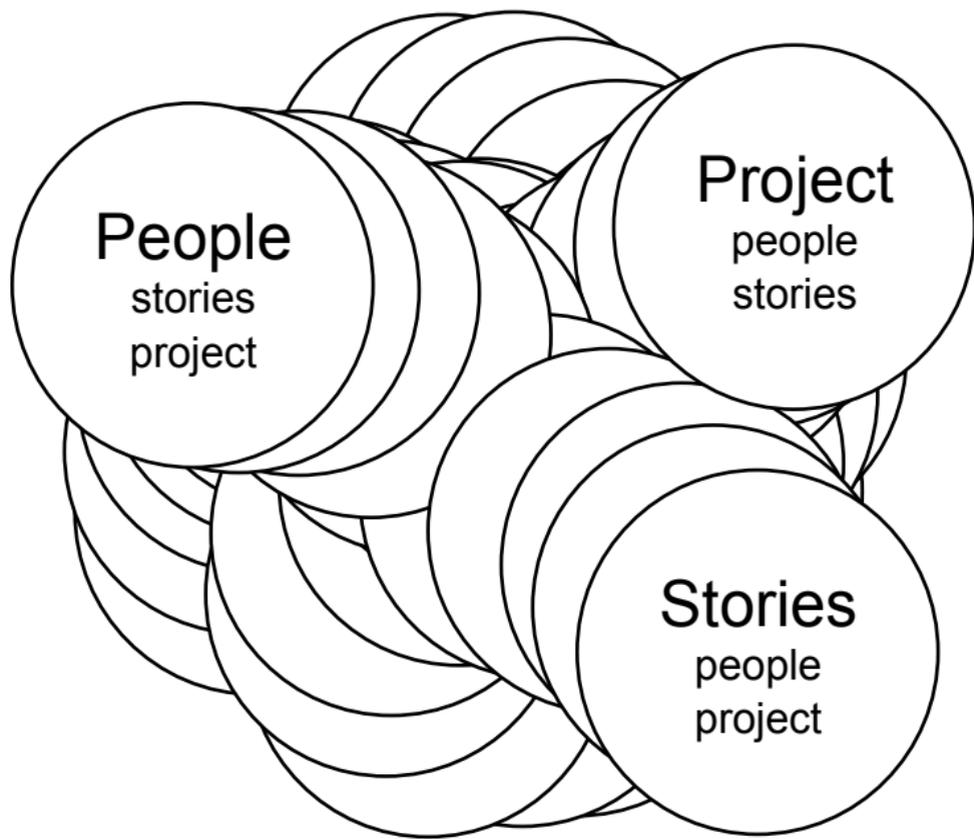
People

Stories

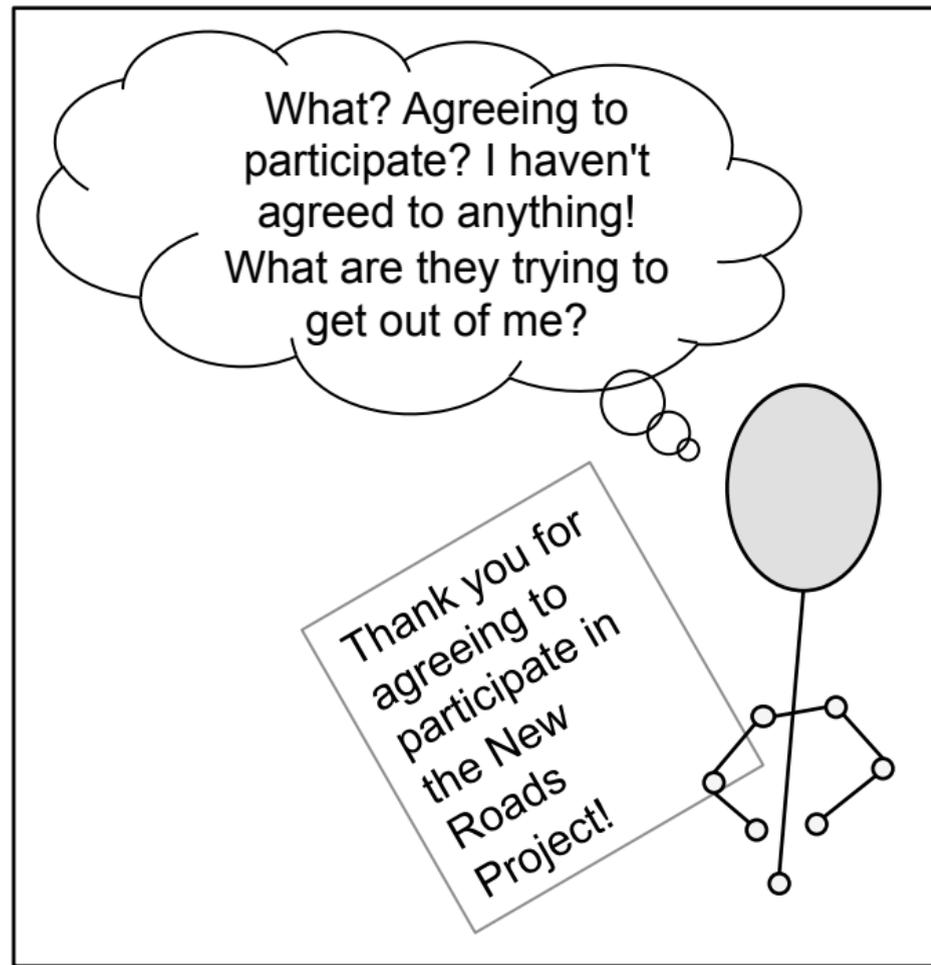
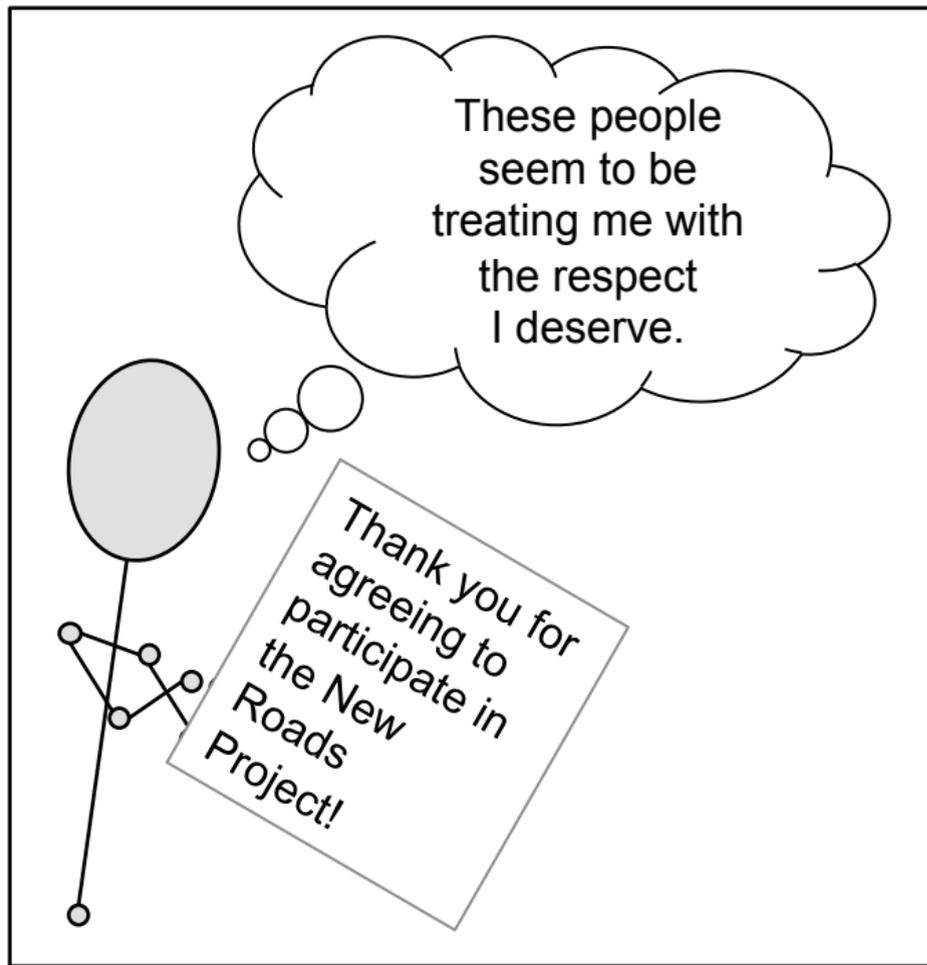
Churning

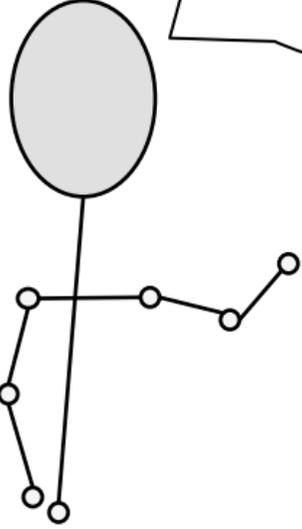


Convergence

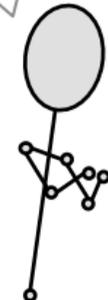


Change

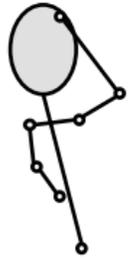




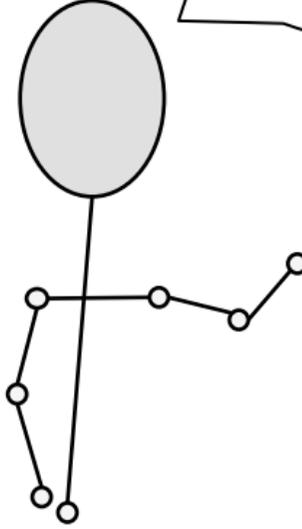
Please come to a participatory narrative sensemaking session designed to engender effective decision support.



Nera what?



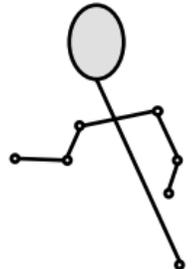
Sounds fishy.



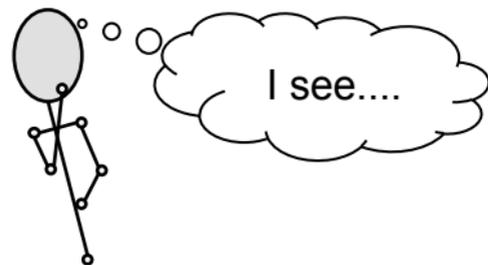
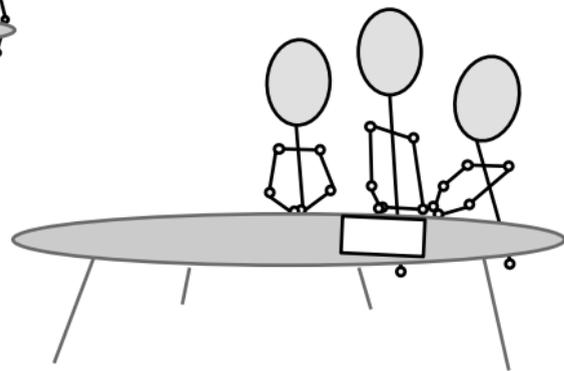
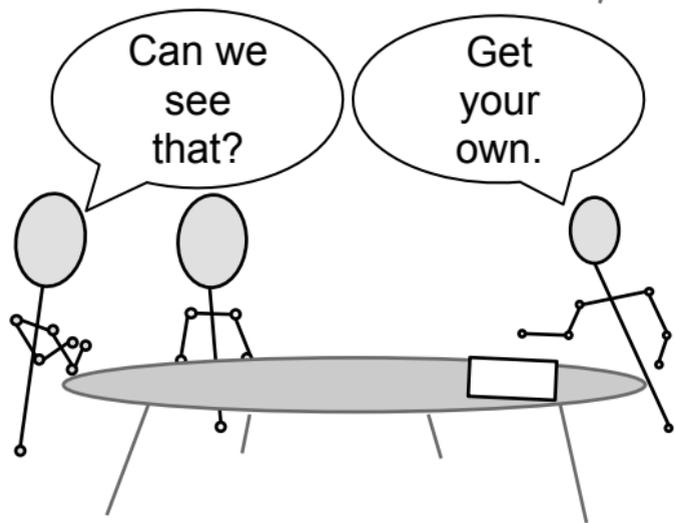
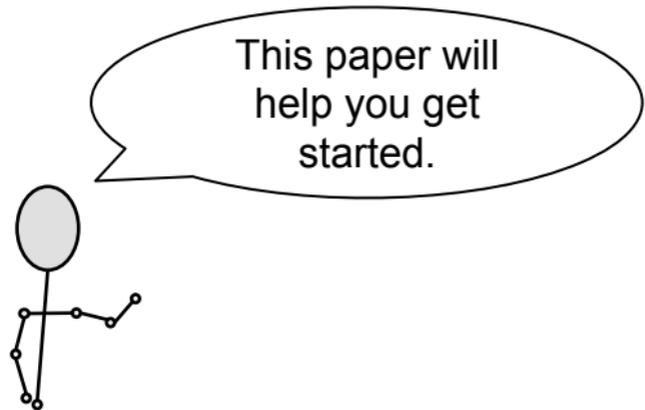
We're going to look at stories together and talk about new ideas. Please come.

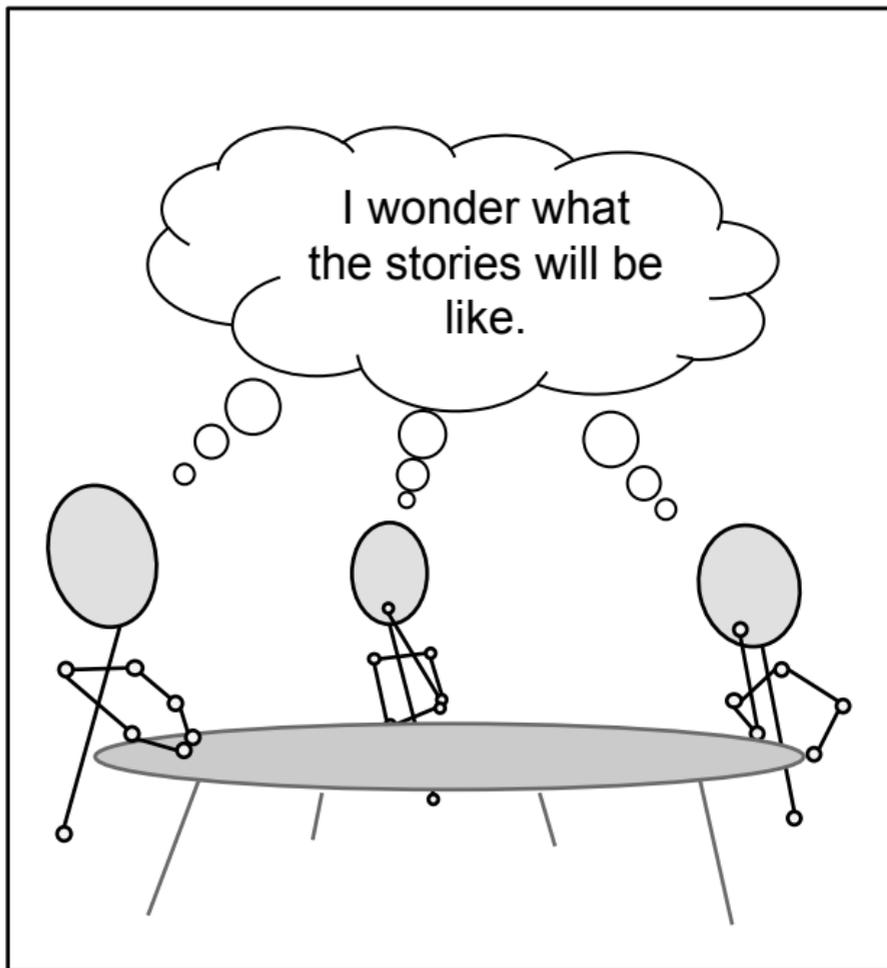
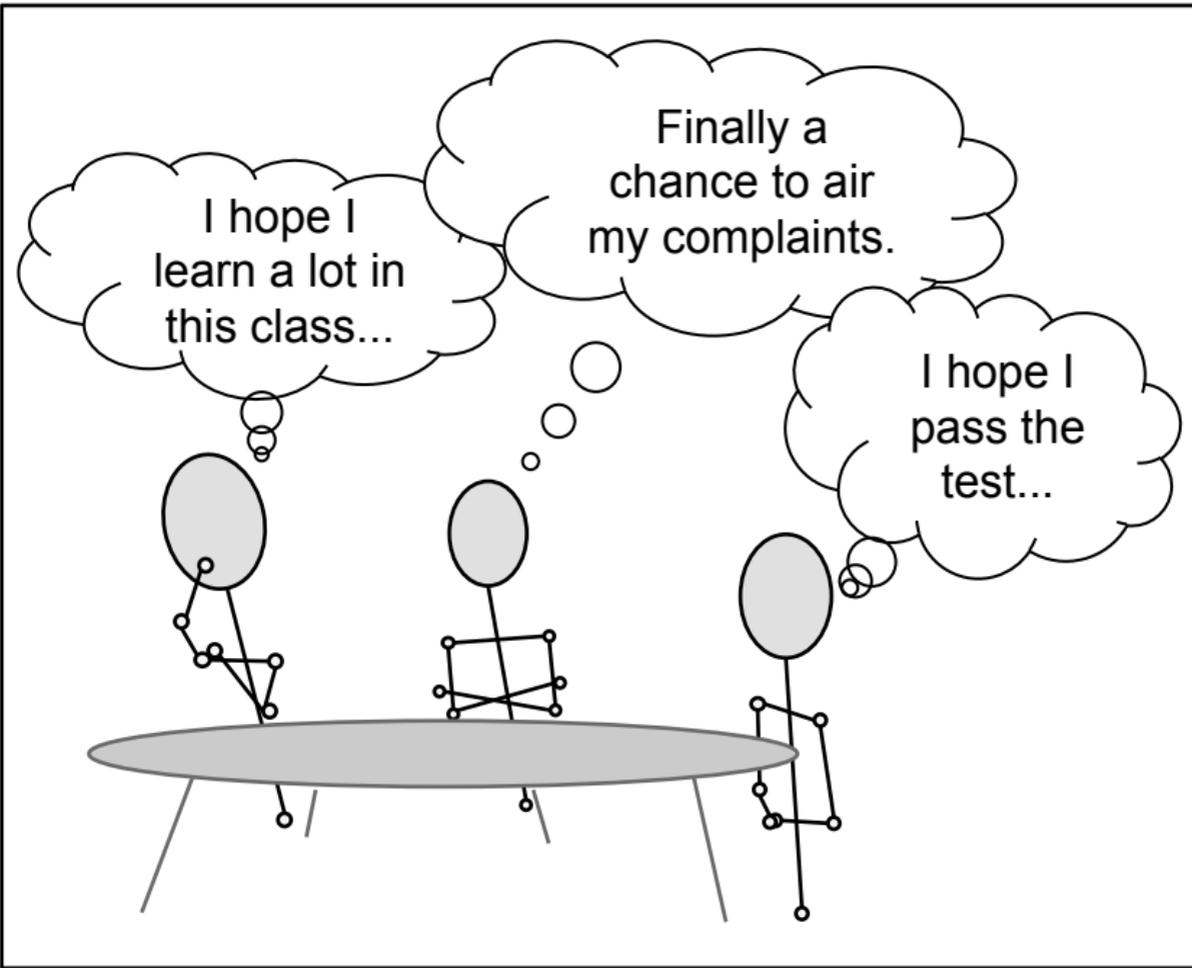


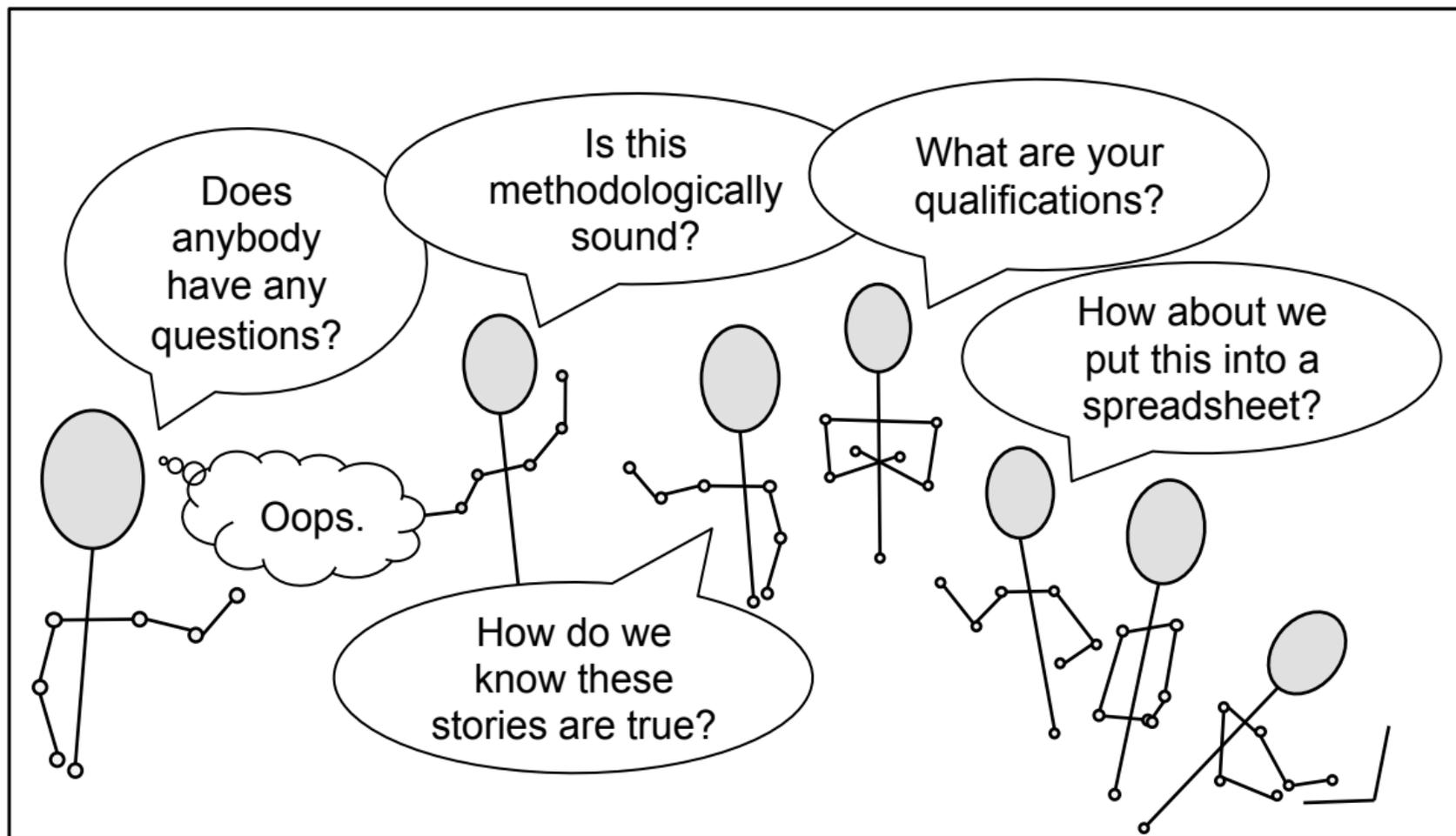
Count me in!

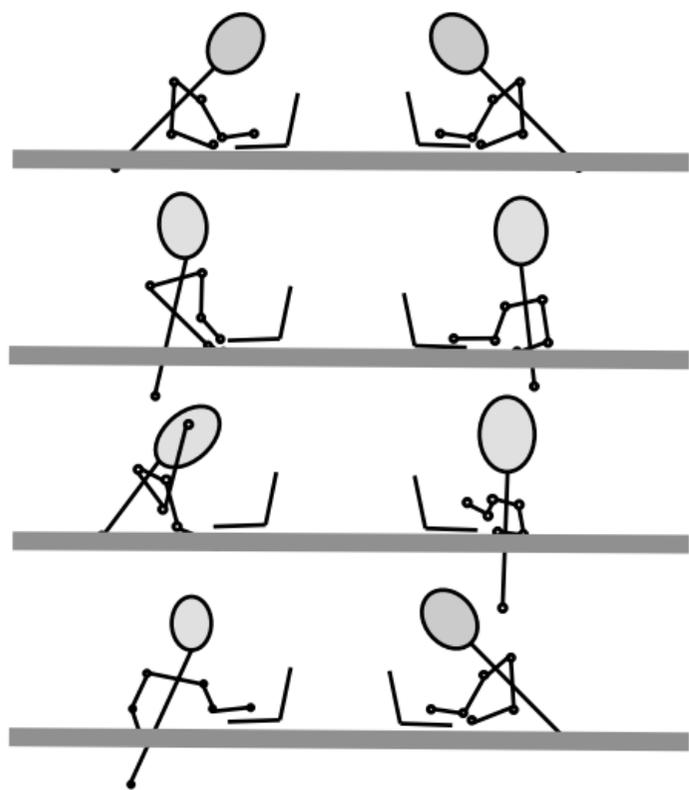


Sounds cool!

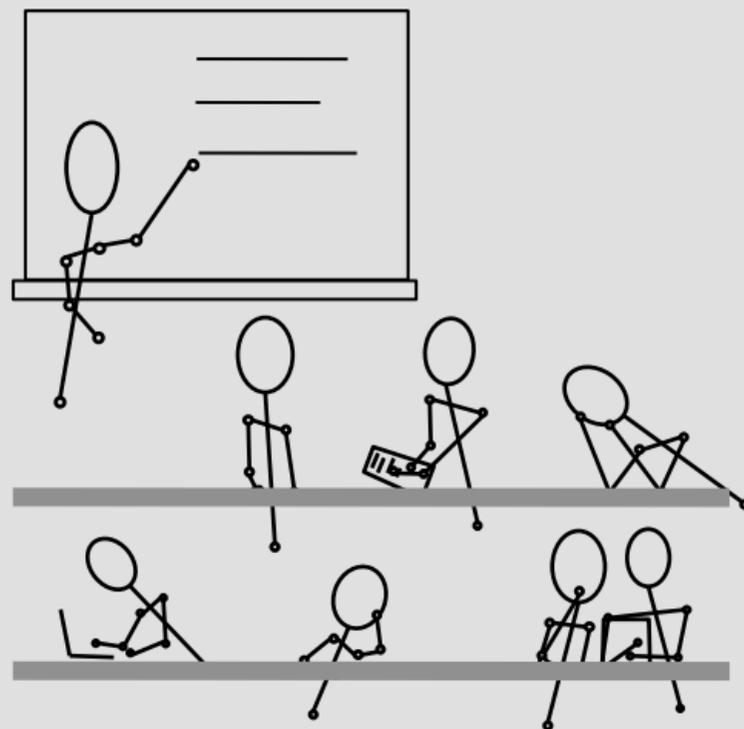




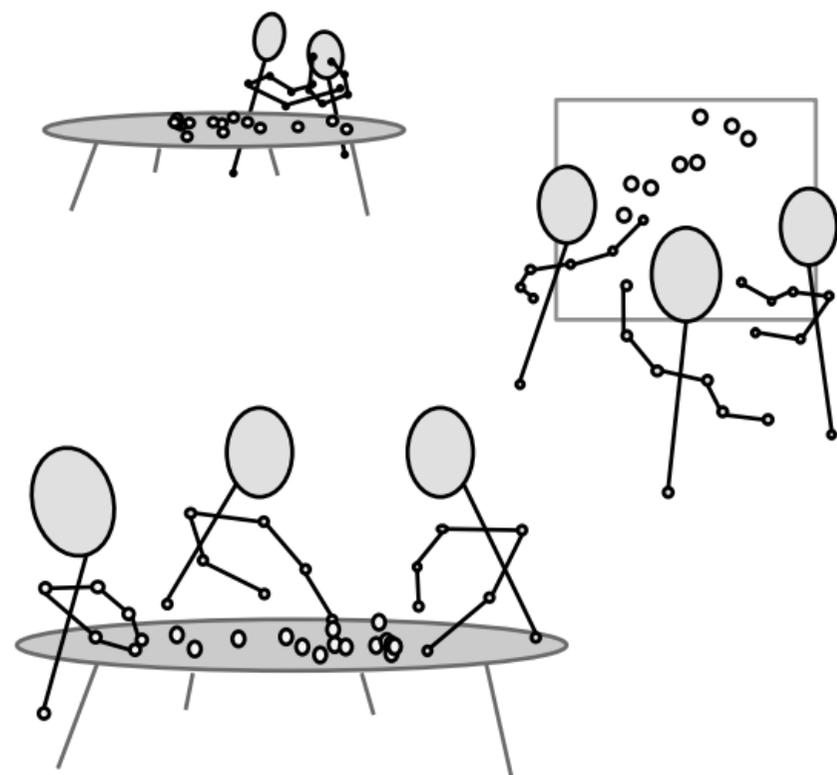




These people are working with stories.

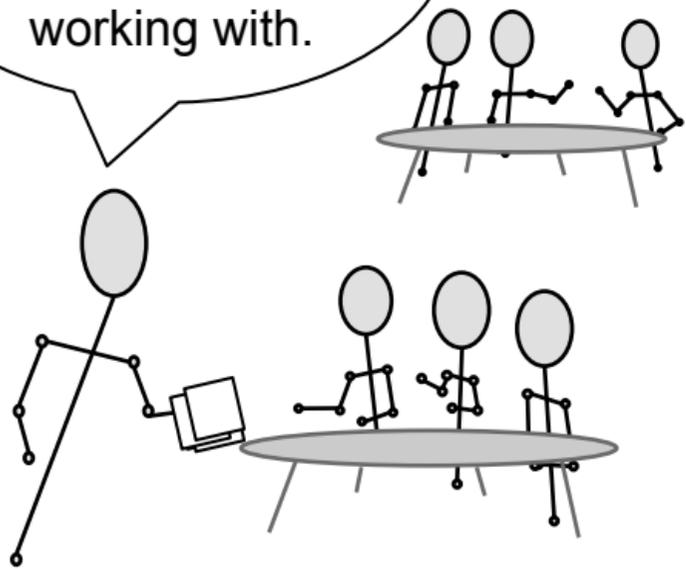


These people are working with stories.



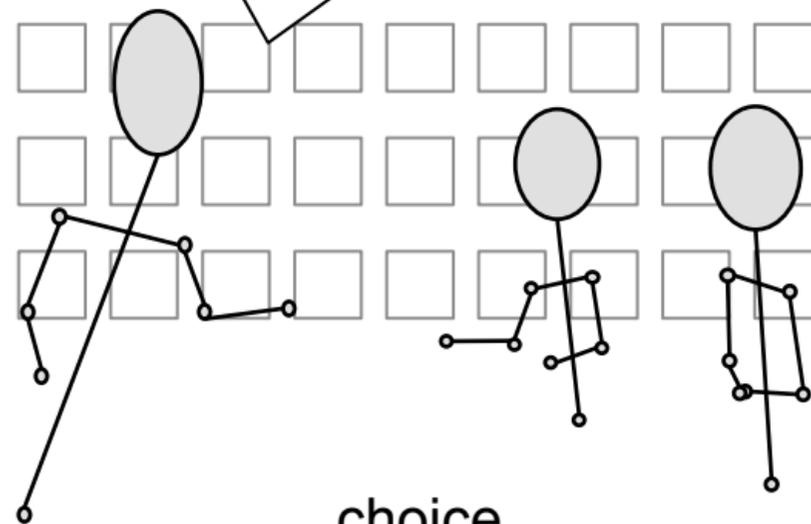
These people are working with stories.

Group A, these are the stories you will be working with.



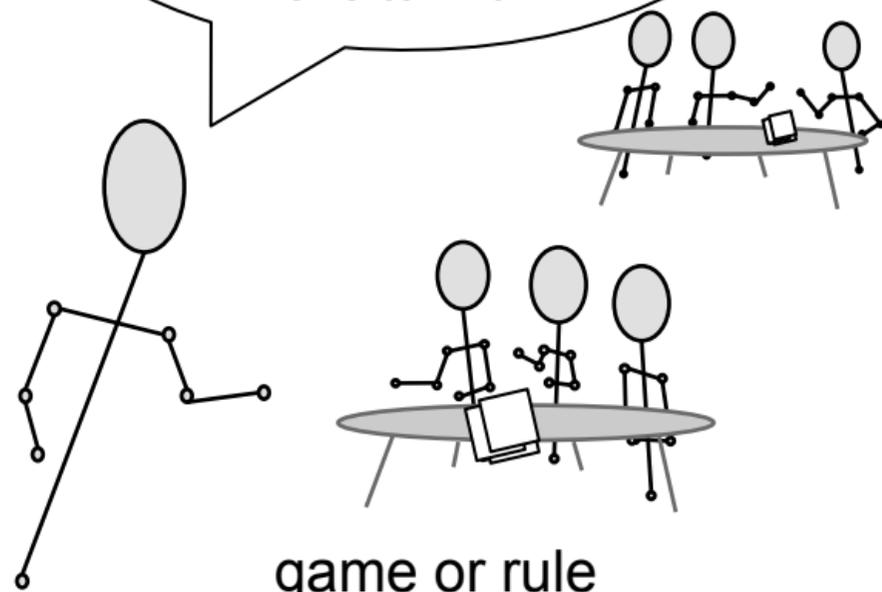
assignment

Each group should choose twenty stories from this wall to consider in depth.



choice

Okay, now all the groups have the same pack of stories. Here's the game. You have to find...



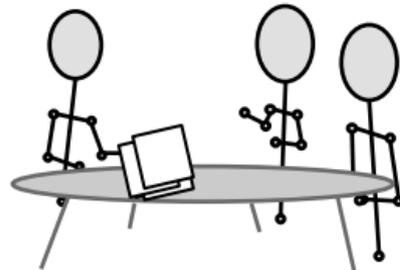
game or rule

You have five minutes to read.



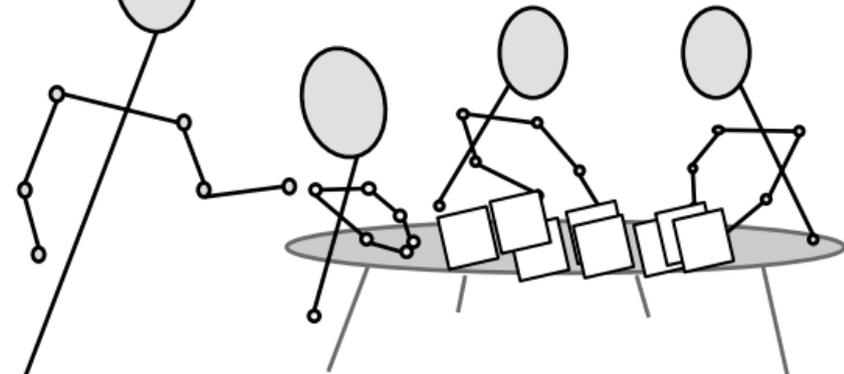
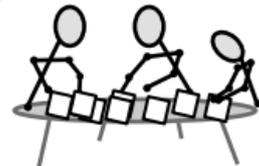
reading alone

Make sure everyone in your group has had a chance to read at least two stories out loud.



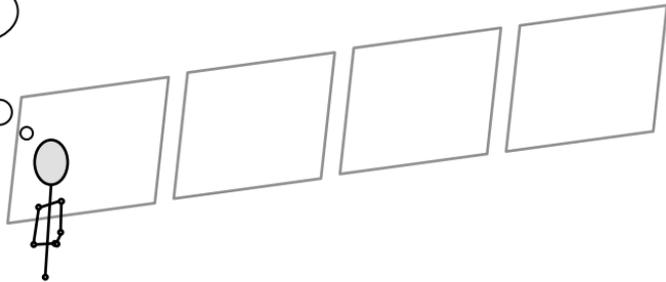
reading together

Place your stories in order on your table from least to most memorable.

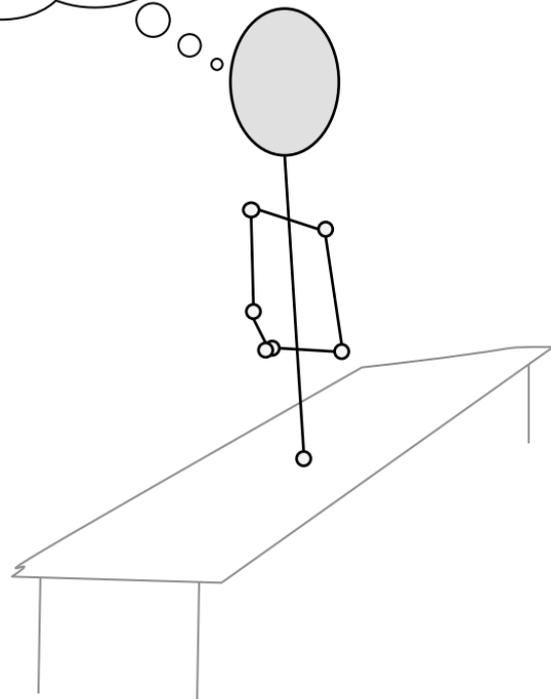


completing a task

How can she see the painting from back there?



How can she see the painting from up there?



Title:

Working its way down

Text:

It's not a pretty story. The people who made the mistake would not own up to the mistake. It worked its way down. The person who ultimately got stuck with it had nothing to do with it. They were just the most defenseless. It's just the way we do things here. Nobody talks about it. It's impossible.

Questions about story:

Where did this story come from? first-hand

How do feel about the story? angry

How did it end? sad to happy: 9

How long will you remember it? trivial to memorable: 48

How much trust do you see in it? absent to abundant: 12

Questions about participant:

What is your position? manager

What is your age group? 41-60

Working its way down

It's not a pretty story. The people who made the **mistake** would not own up to the mistake. It worked its way down. The person who ultimately got **stuck** with it had nothing to do with it. They were just the most **defenseless**. It's just the way we do things here. Nobody talks about it. It's impossible.

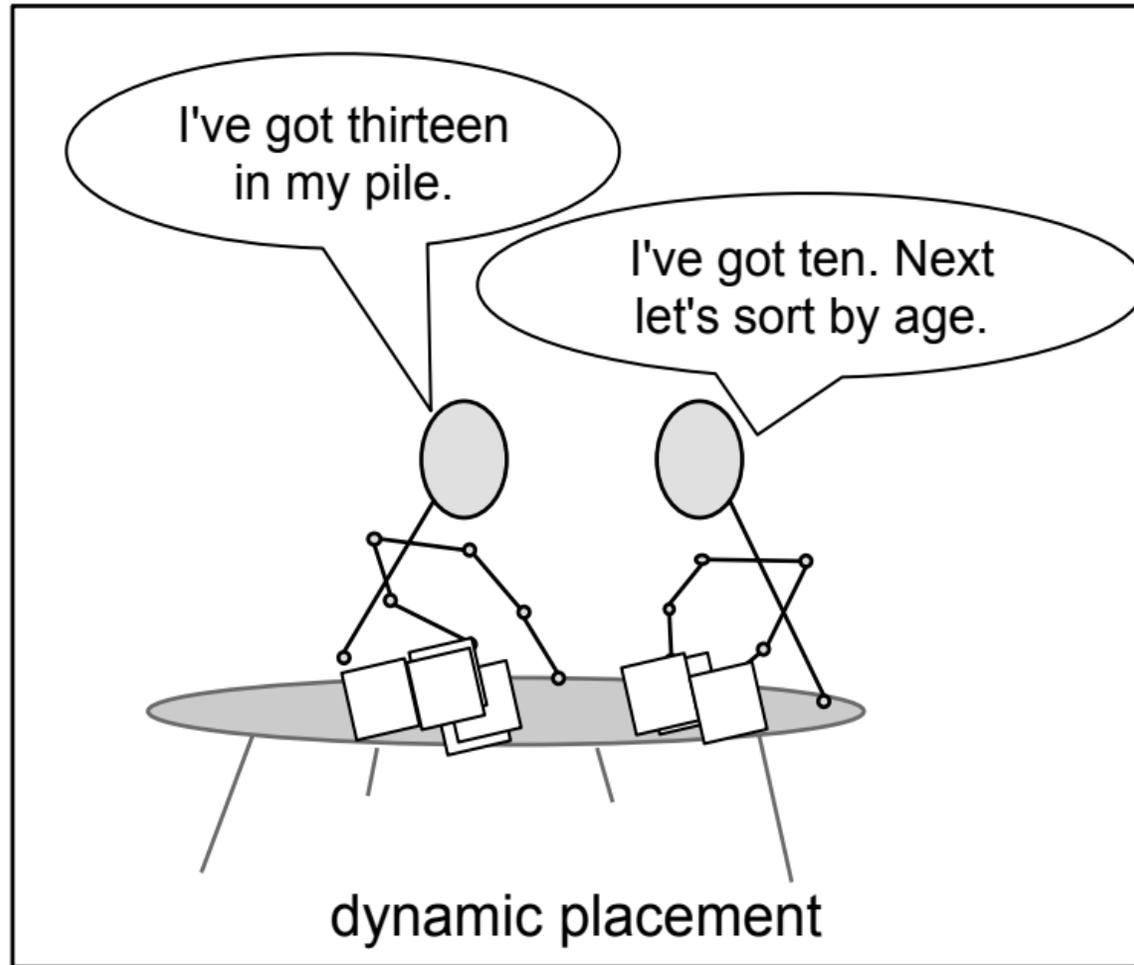
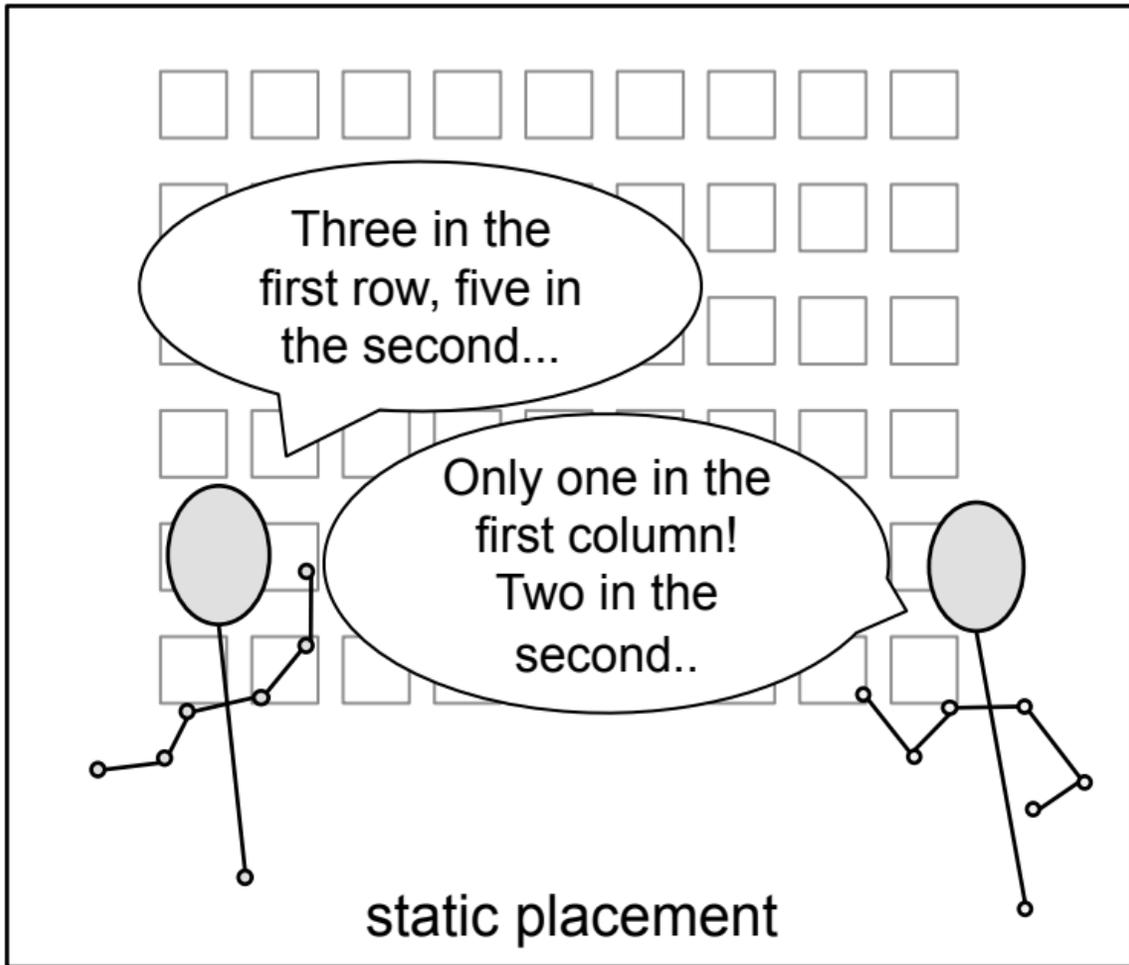
Remember	trivial _____ _____	memorable
Ending	sad _ _____	happy
Trust	absent _ _____	abundant

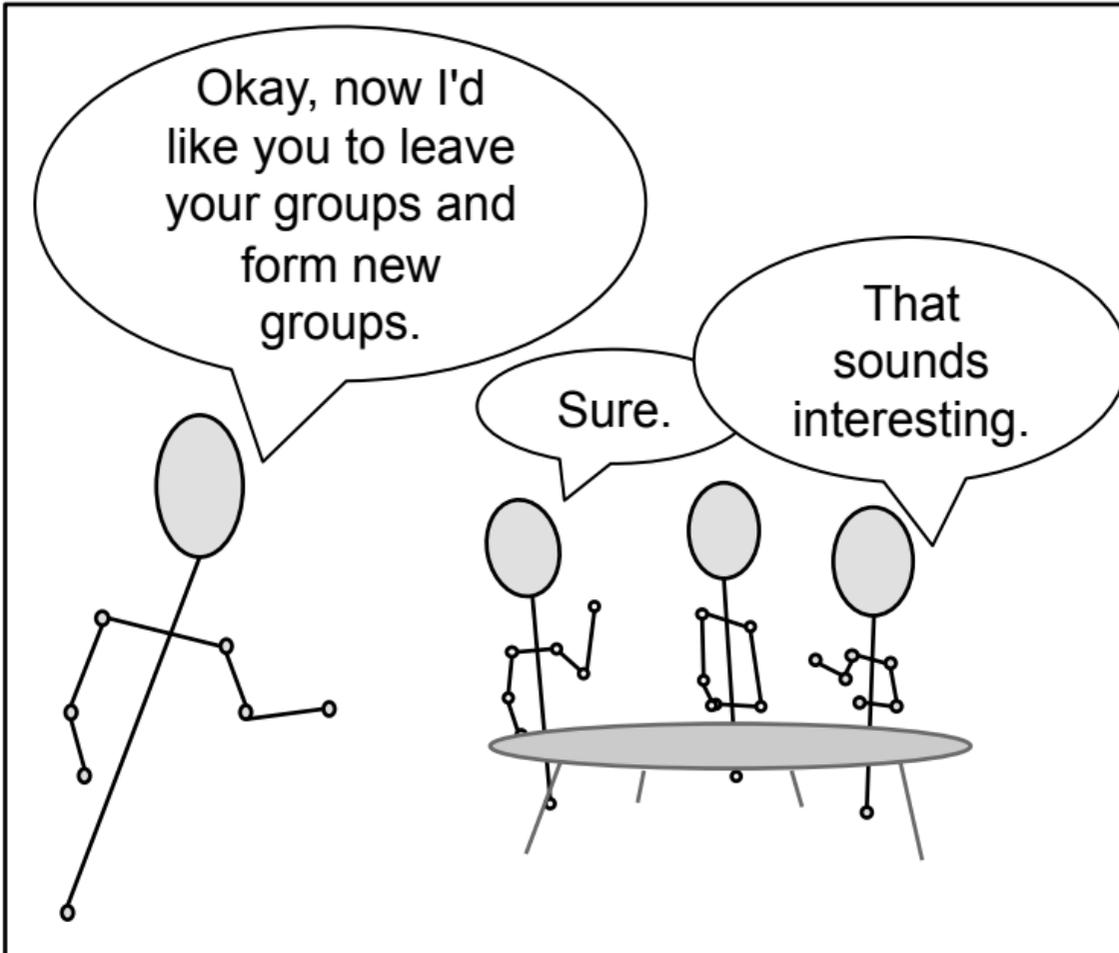
Source: **first-hand** second-hand rumor unsure

Feel: happy sad **angry** relieved enthused indifferent n.a.

Position: worker **manager** executive other

Age: <21 21-40 **41-60** 61+ declined

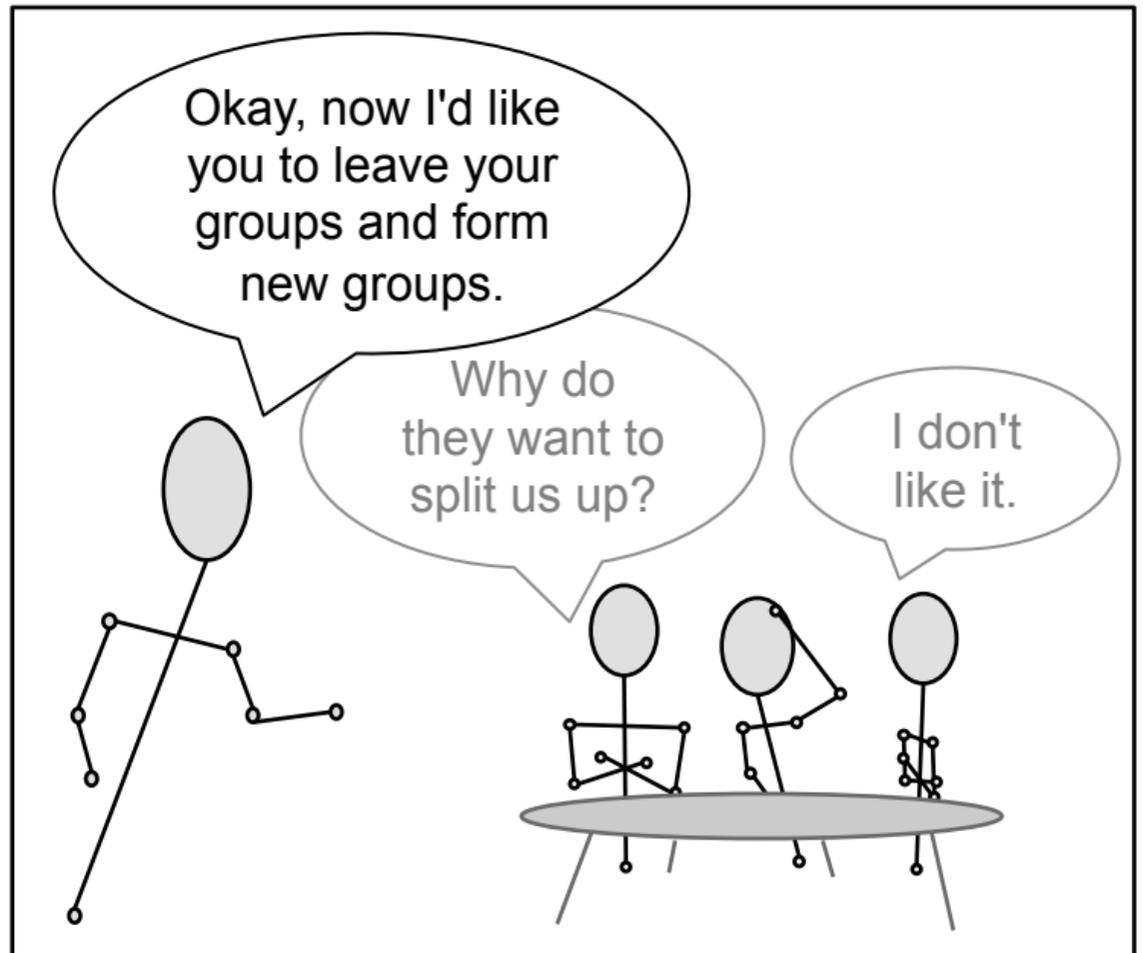




Okay, now I'd like you to leave your groups and form new groups.

Sure.

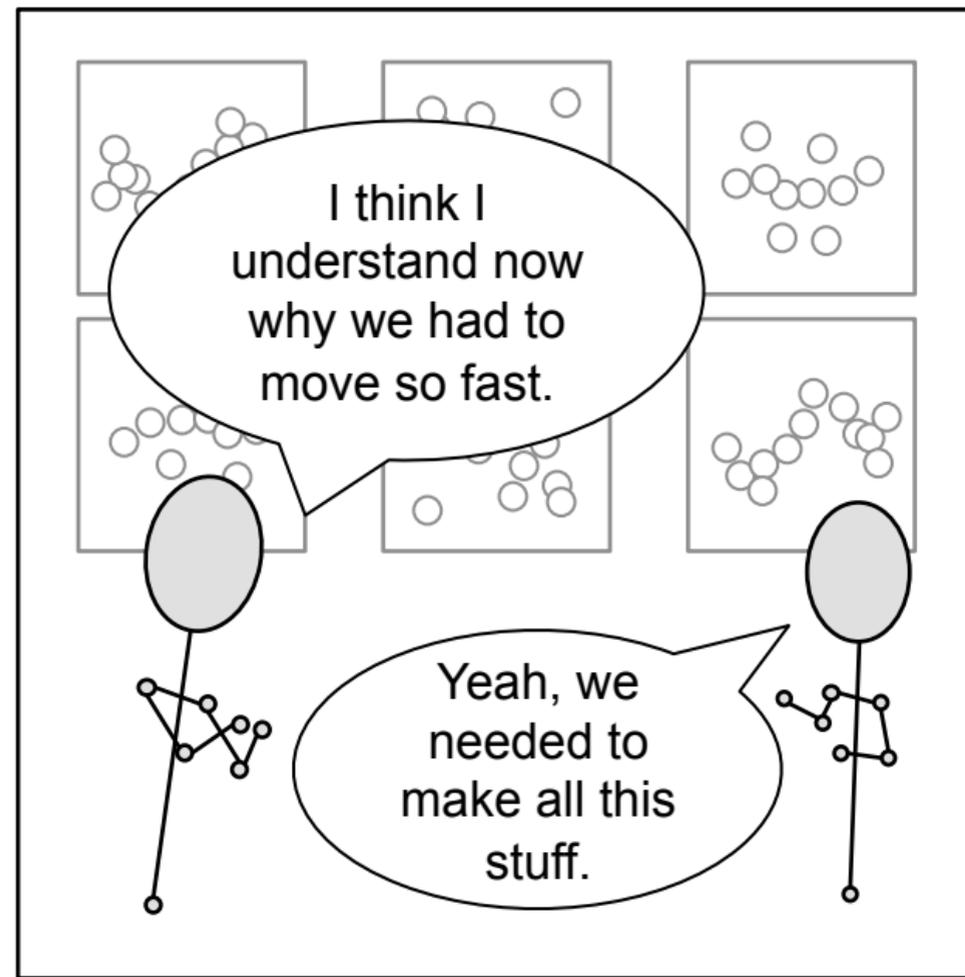
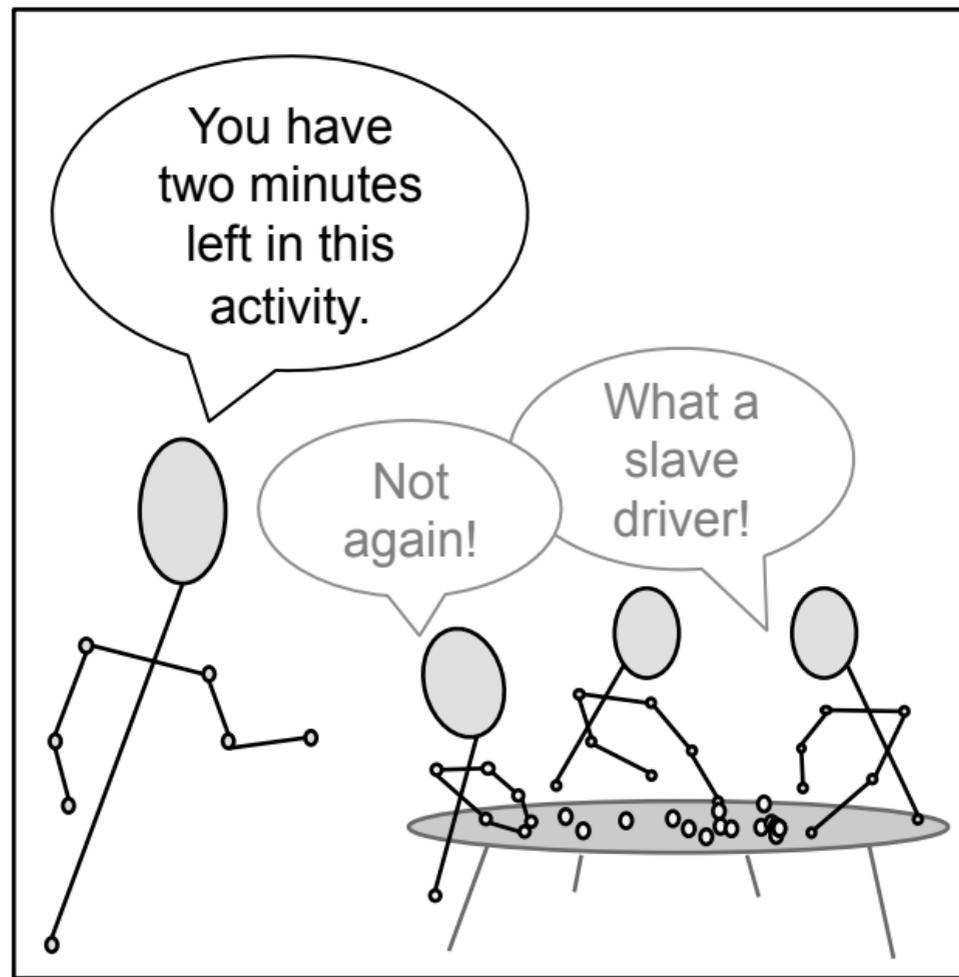
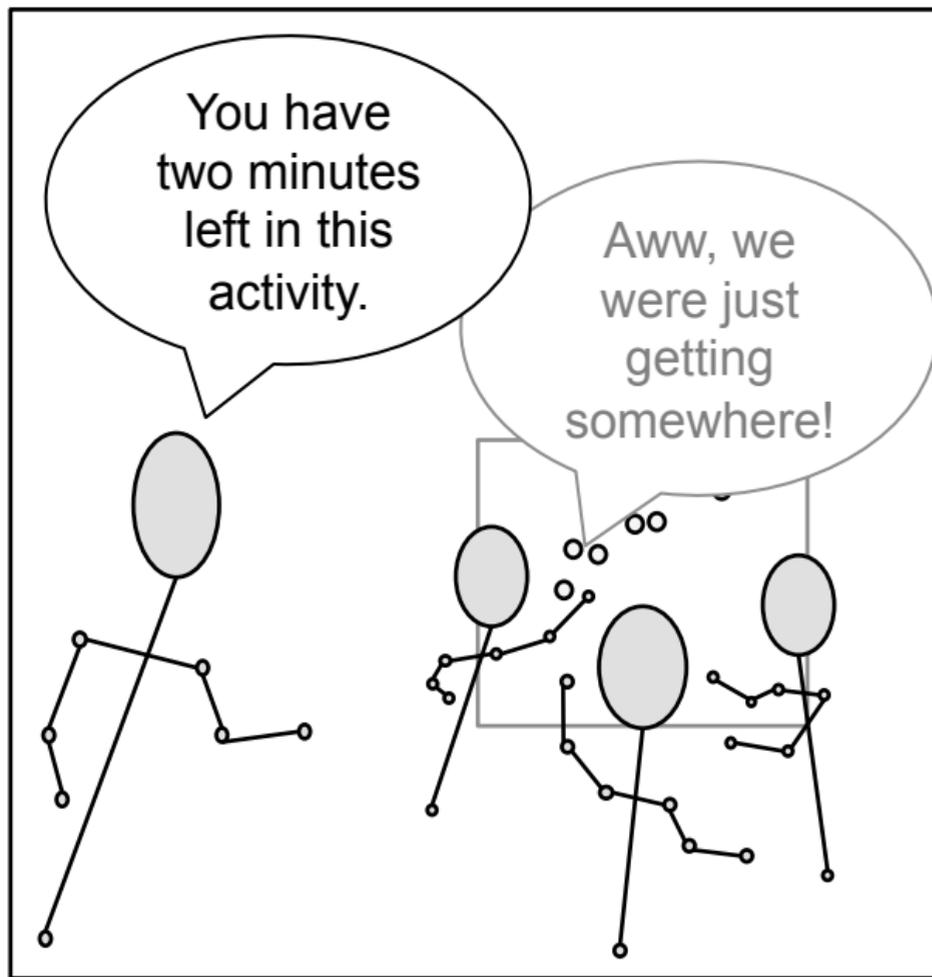
That sounds interesting.



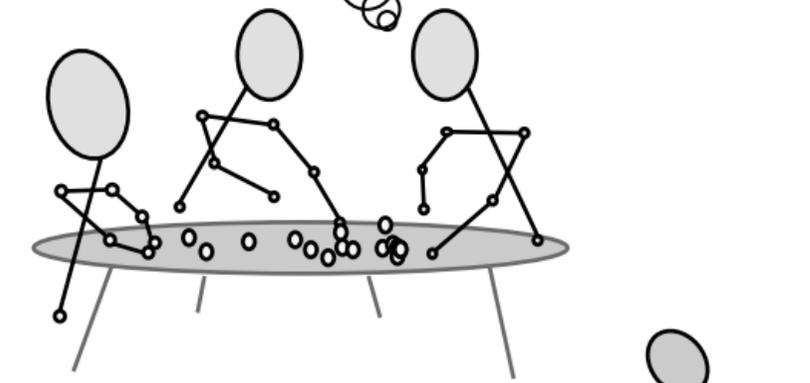
Okay, now I'd like you to leave your groups and form new groups.

Why do they want to split us up?

I don't like it.

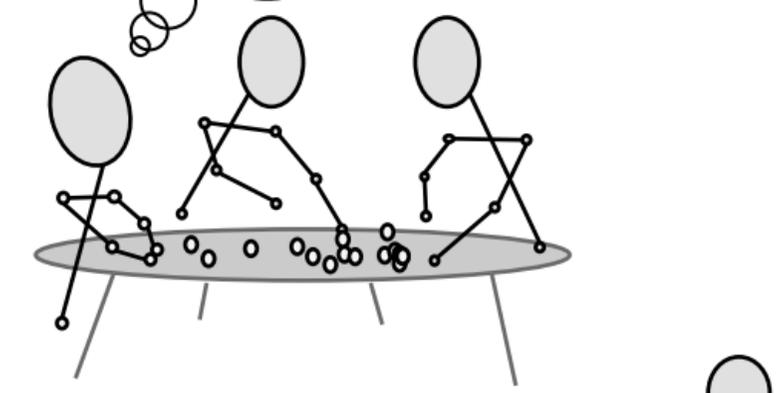


The facilitator's busy. I guess we are too.



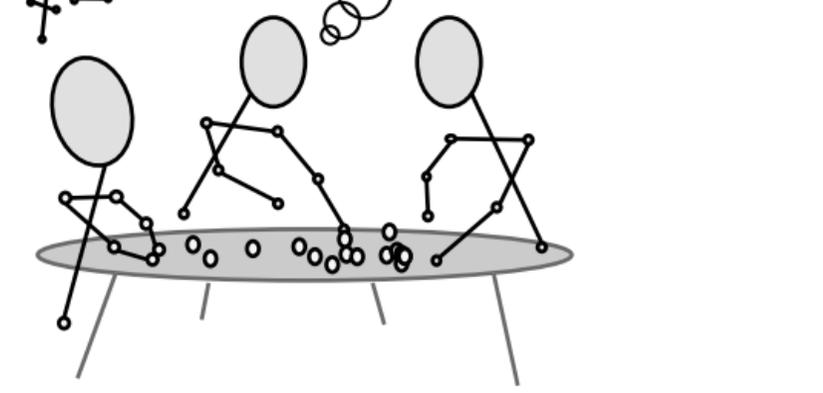
first 15 minutes

Checking on us. How are we doing?

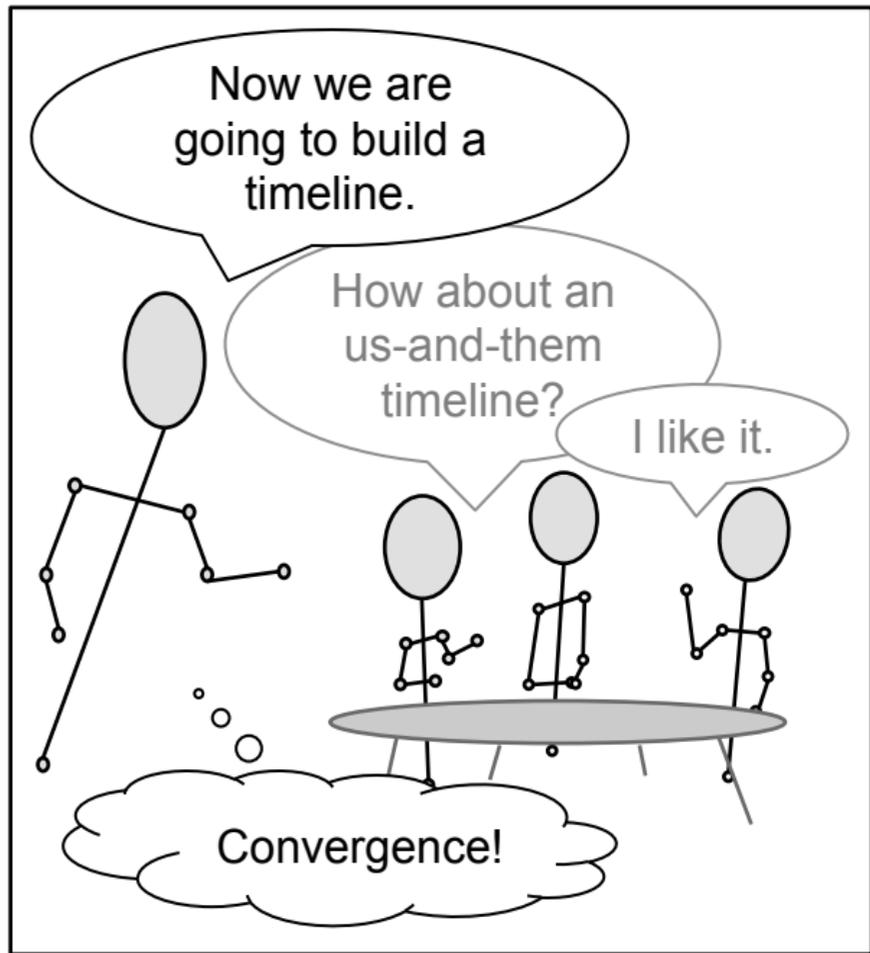
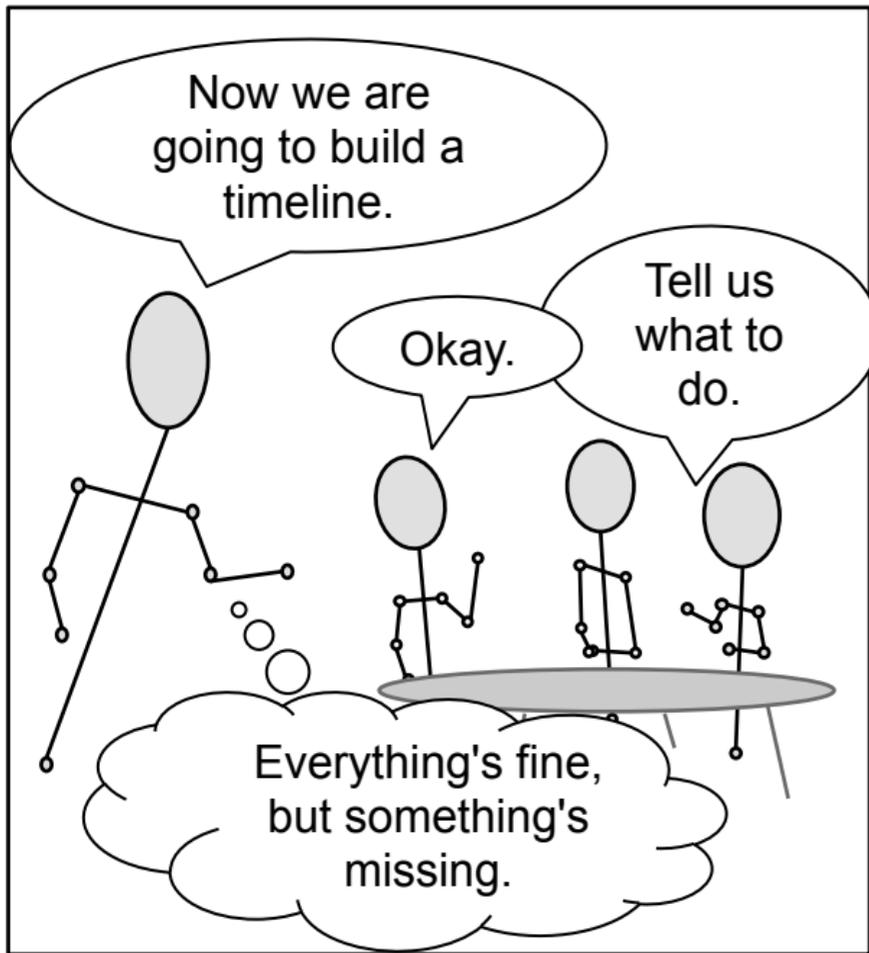


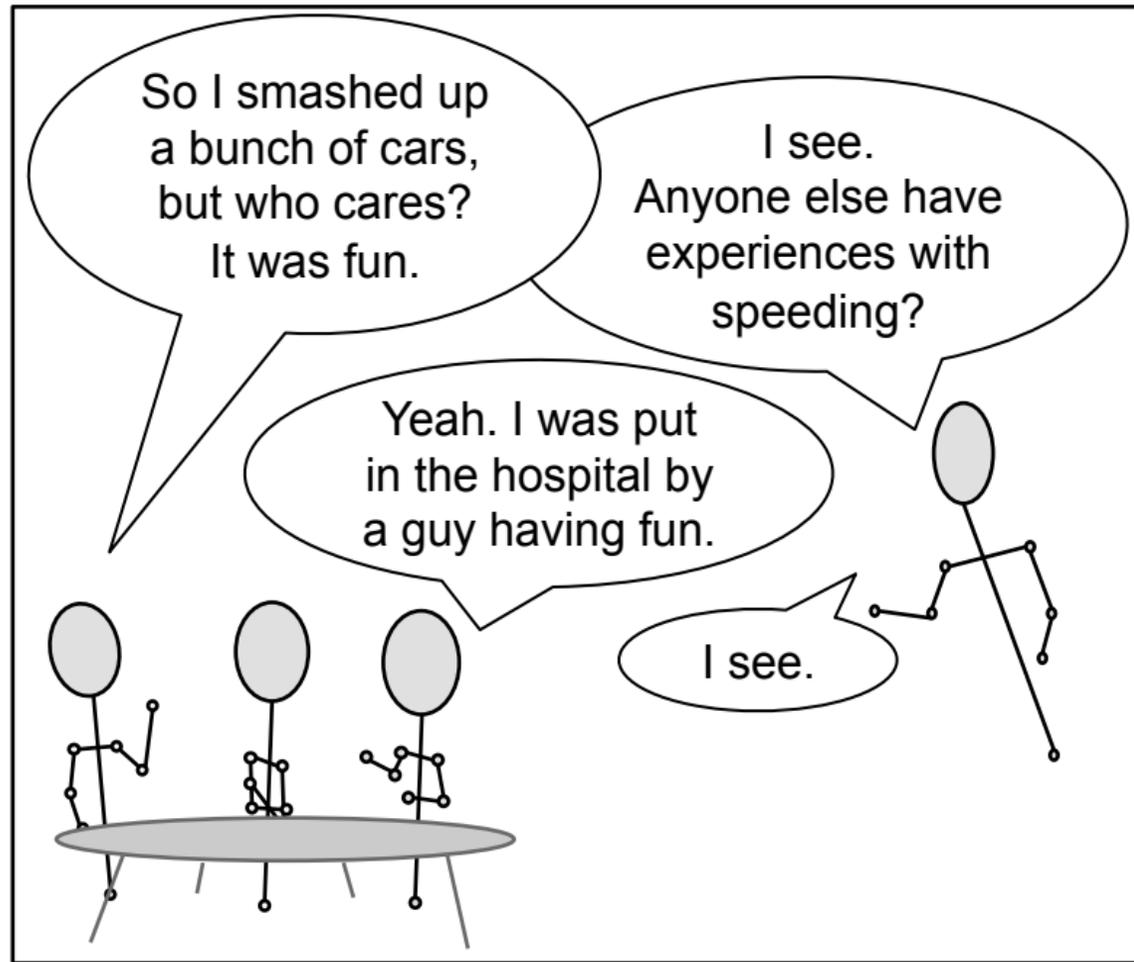
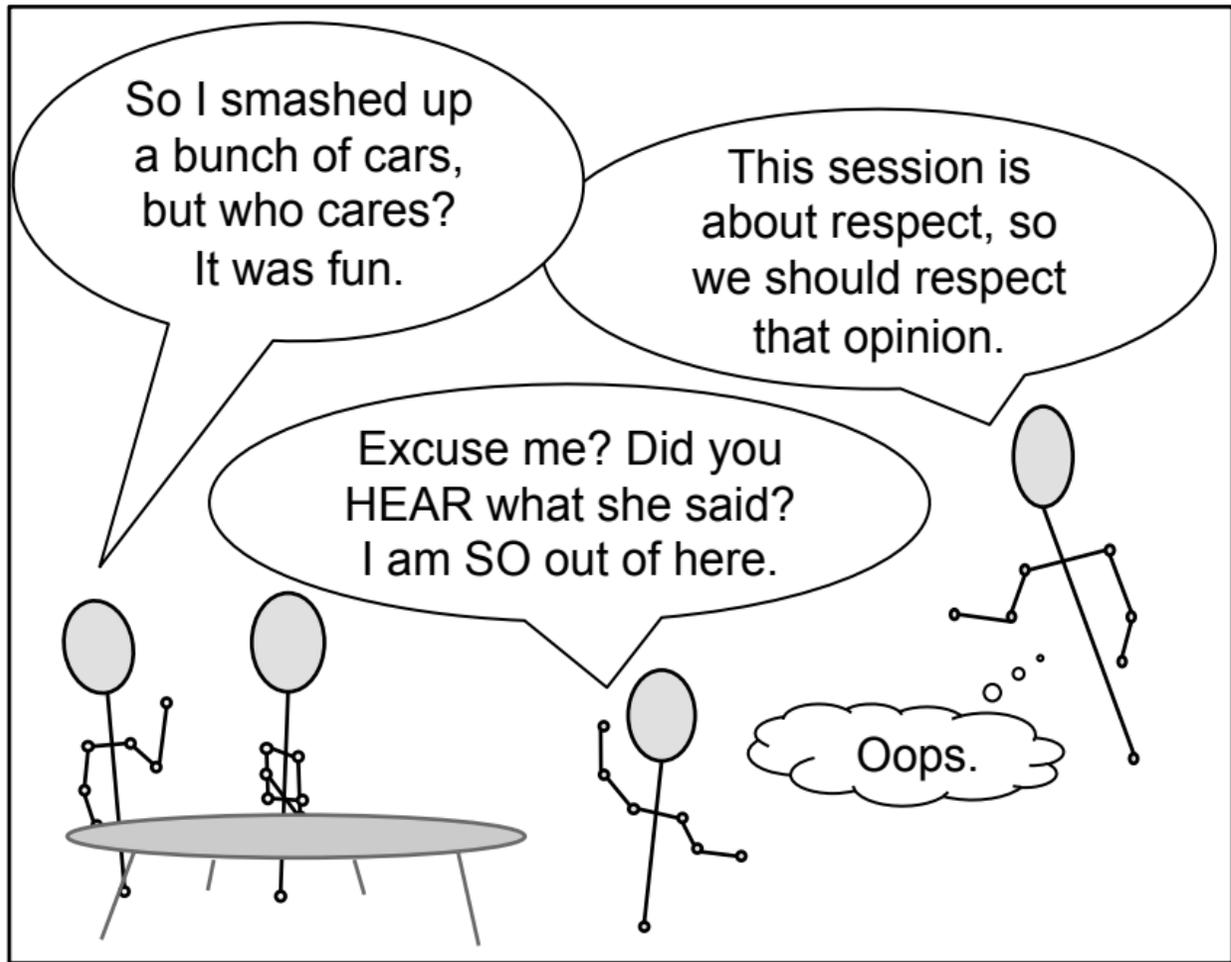
15-25 minutes

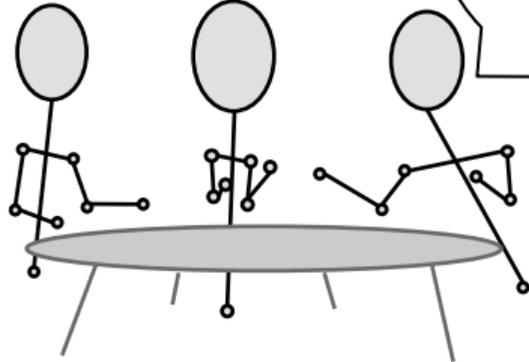
Walking around. Must be getting close to time.



last 5 minutes



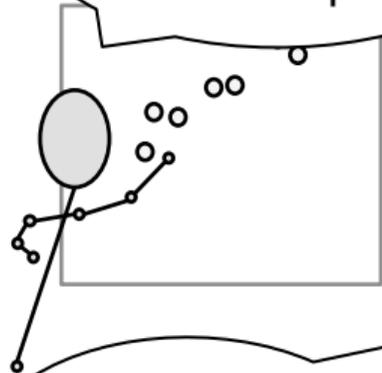




Did everybody read this thing about the questions?

I think so. How about we go for situations AND themes?

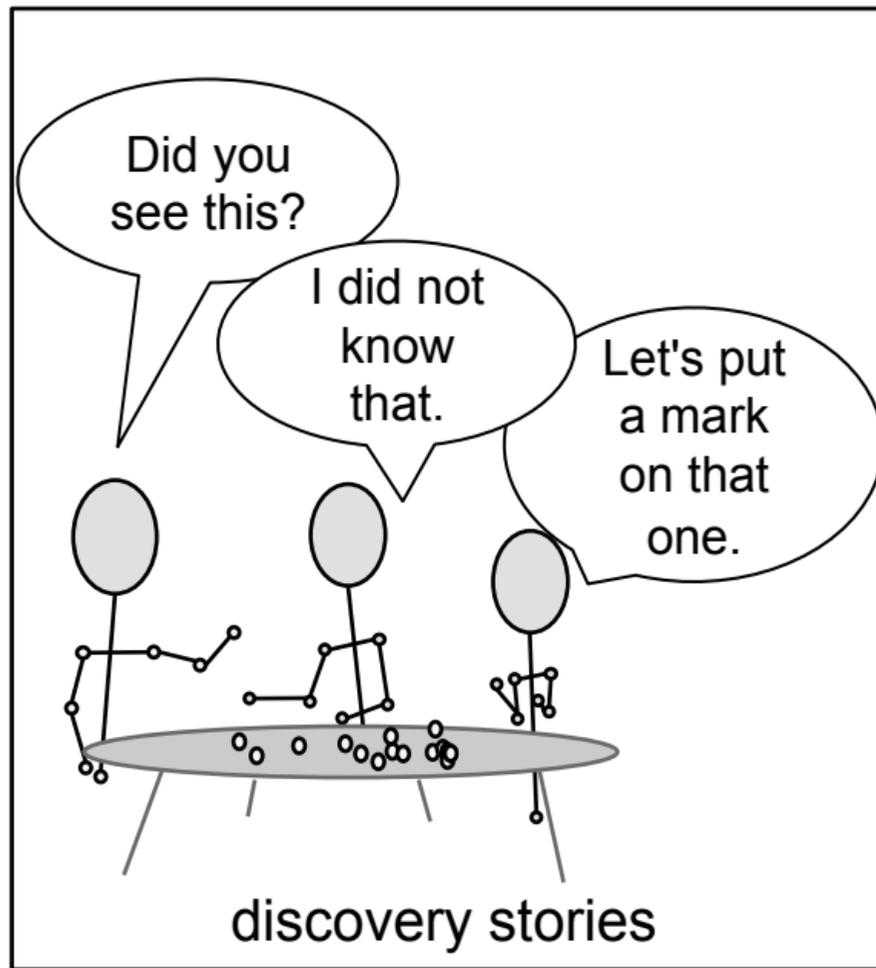
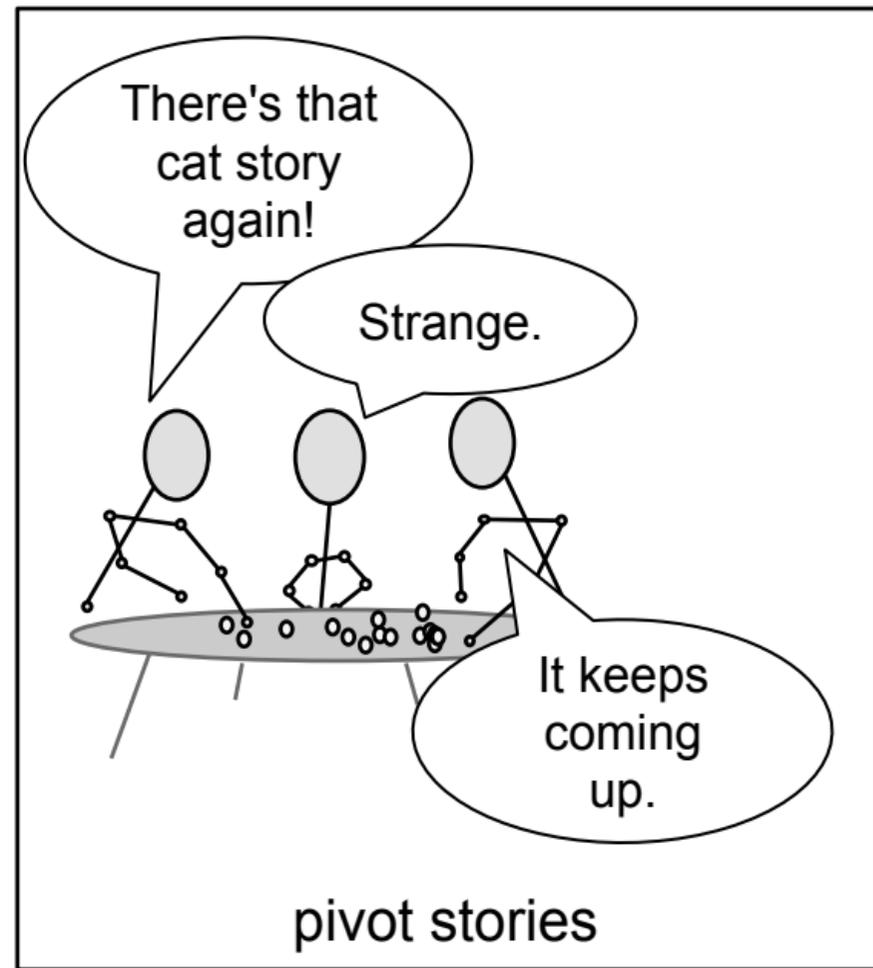
Sounds good. We're the imaginative team, aren't we?



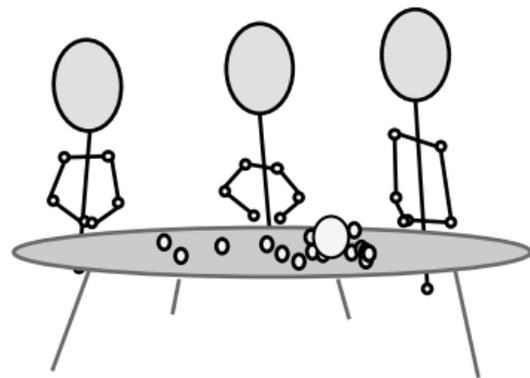
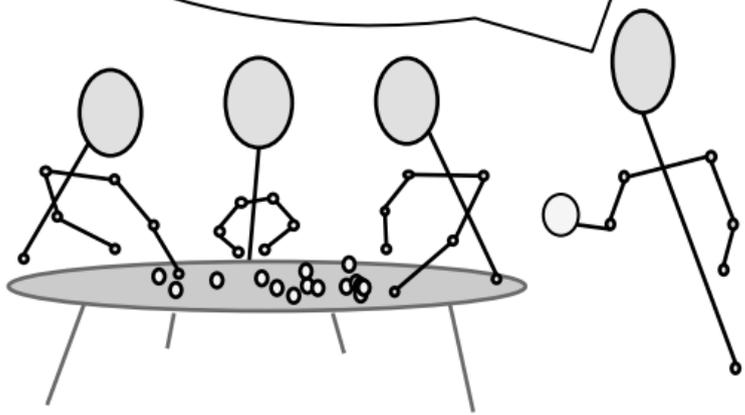
I'm almost done with my landscape.

You people talk too much.

Excuse me! How many notes am I supposed to write?



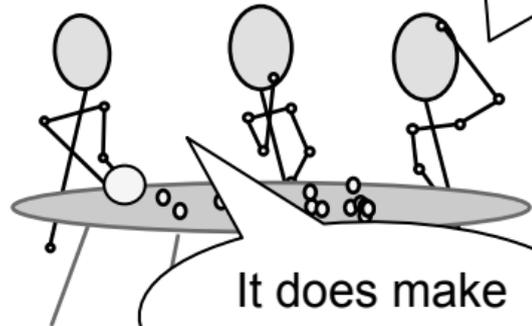
These blue sticky notes
are for marking stories or
patterns you want to
remember as you work.
Sorry, I forgot to give
them to you before.



We're supposed
to be marking
things?

I guess so.

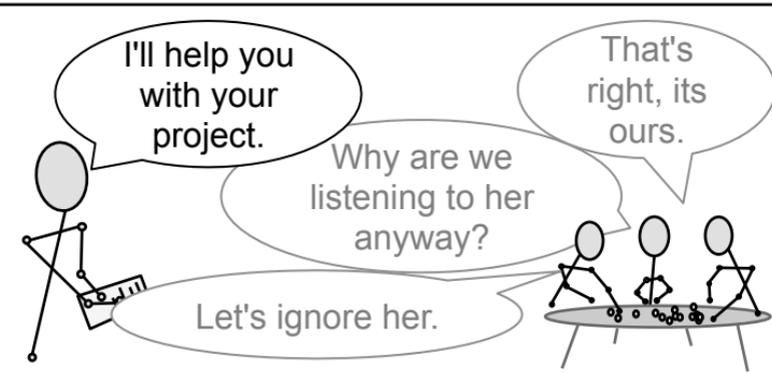
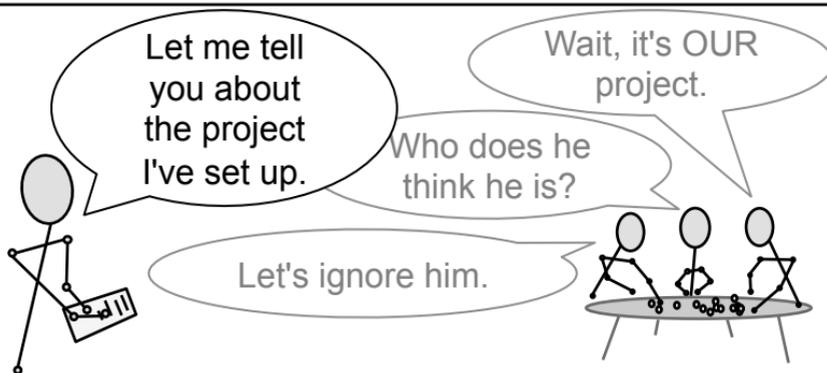
It does make
sense.



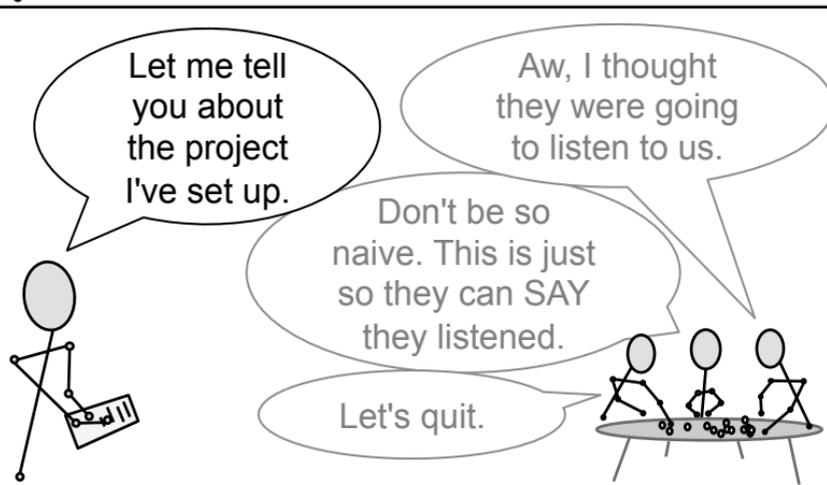
Facilitator is too assertive

Facilitator is too timid

Participants are too assertive



Participants are too timid

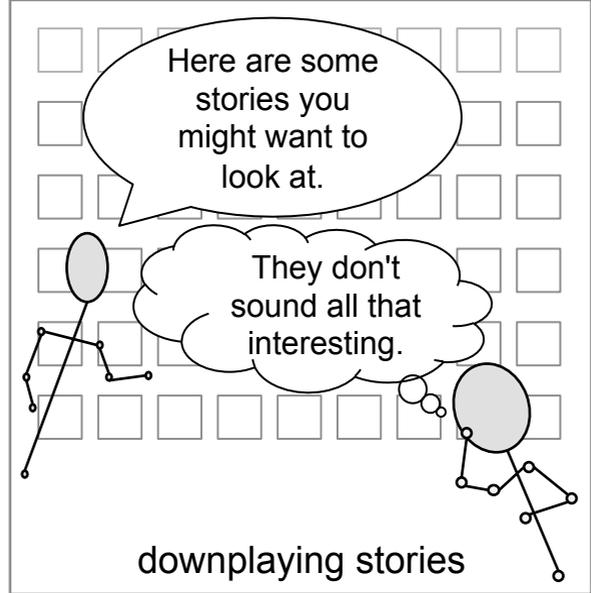




These are the authentic, respected stories that represent our community.

Wow, I'd better not mess with them.

cordoning off stories



Here are some stories you might want to look at.

They don't sound all that interesting.

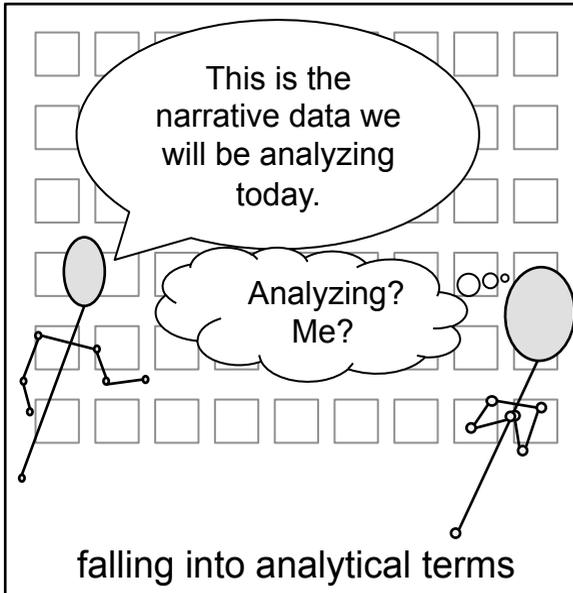
downplaying stories



These are some strange stories we collected from those crazy teenagers.

And I want to hear these because...

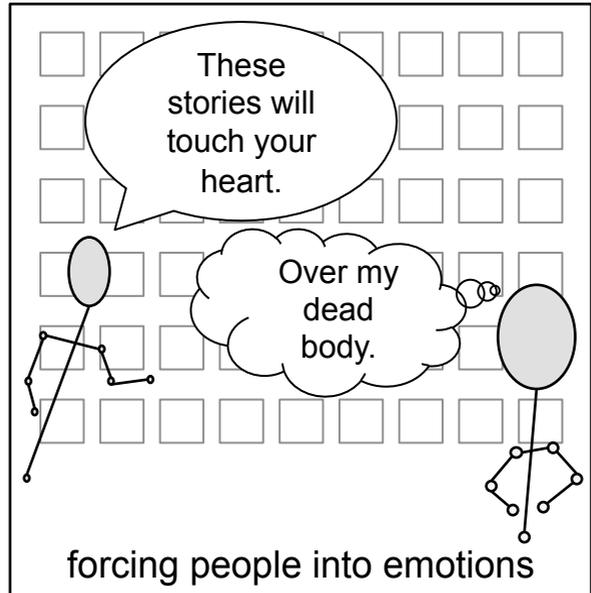
not making connections



This is the narrative data we will be analyzing today.

Analyzing? Me?

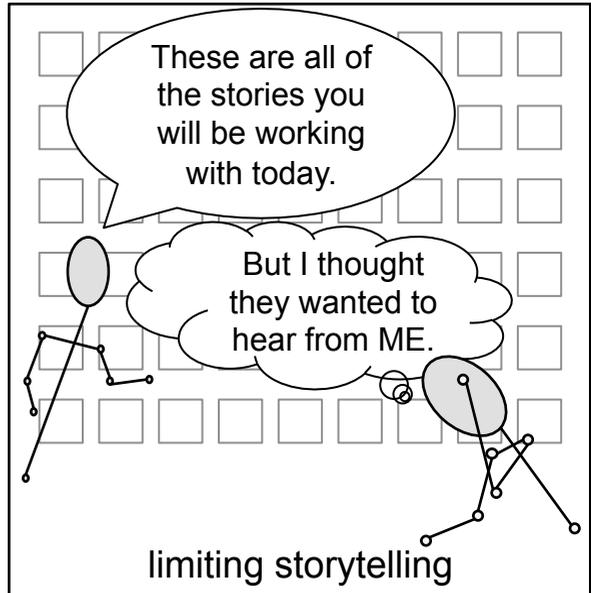
falling into analytical terms



These stories will touch your heart.

Over my dead body.

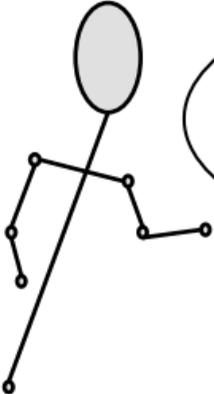
forcing people into emotions



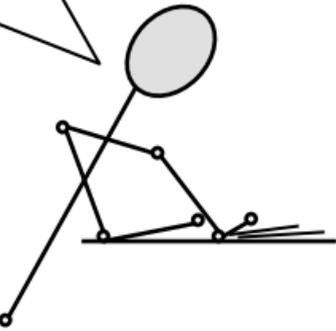
These are all of the stories you will be working with today.

But I thought they wanted to hear from ME.

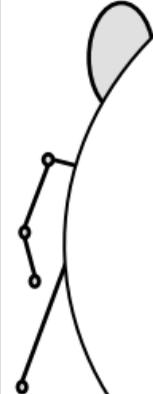
limiting storytelling



Please come to a sensemaking session.



I'm pretty busy. Talk to my secretary.



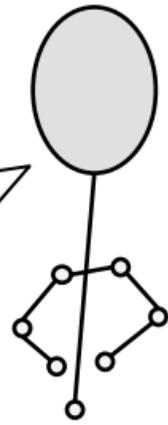
Please come to a sensemaking session.



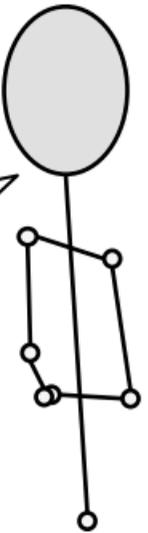
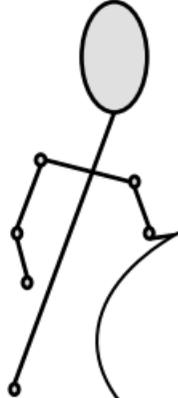
OMIGOD I can't believe this is happening! I've been invited to play an important part in the community! I thought this day would never come!



Please come to a sensemaking session.



What? Why have you singled ME out? What are you trying to get out of me? Is this some kind of trick?

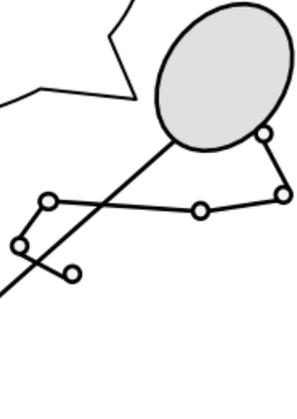


Please come to a sensemaking session.

What are your credentials for undertaking this work?



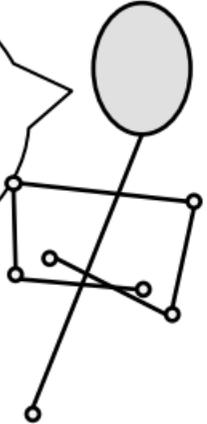
Please come to a sensemaking session.



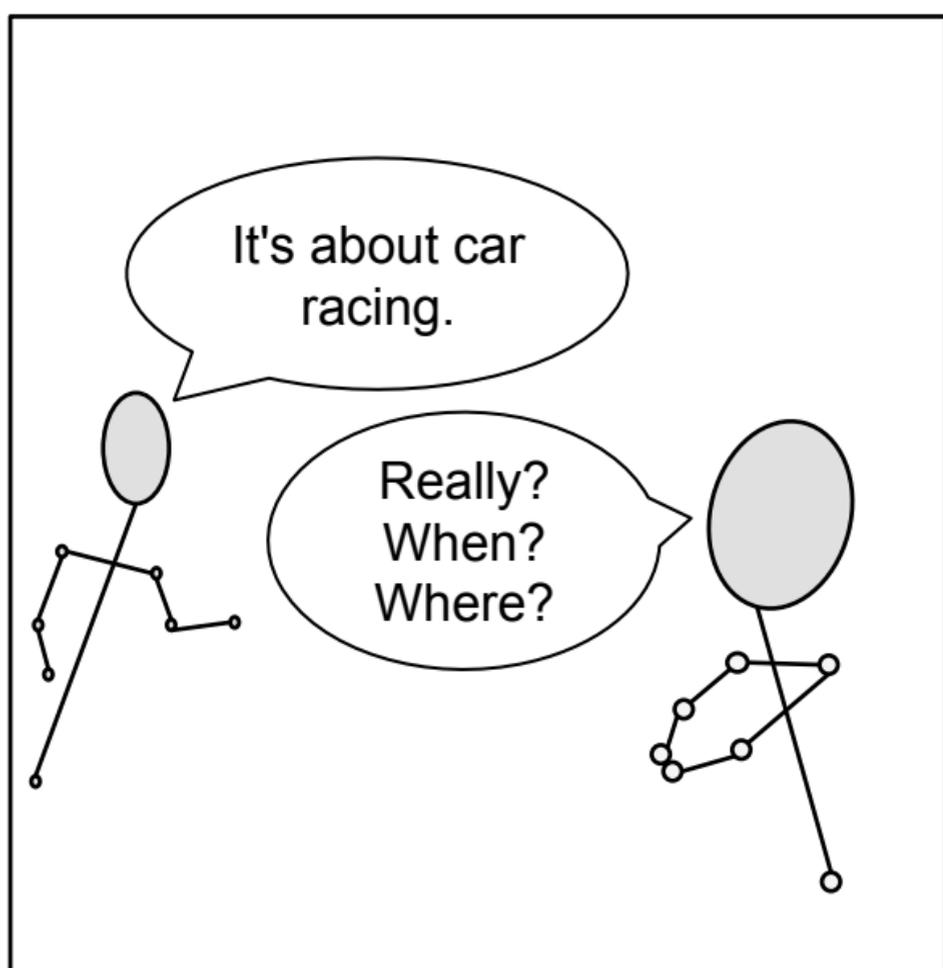
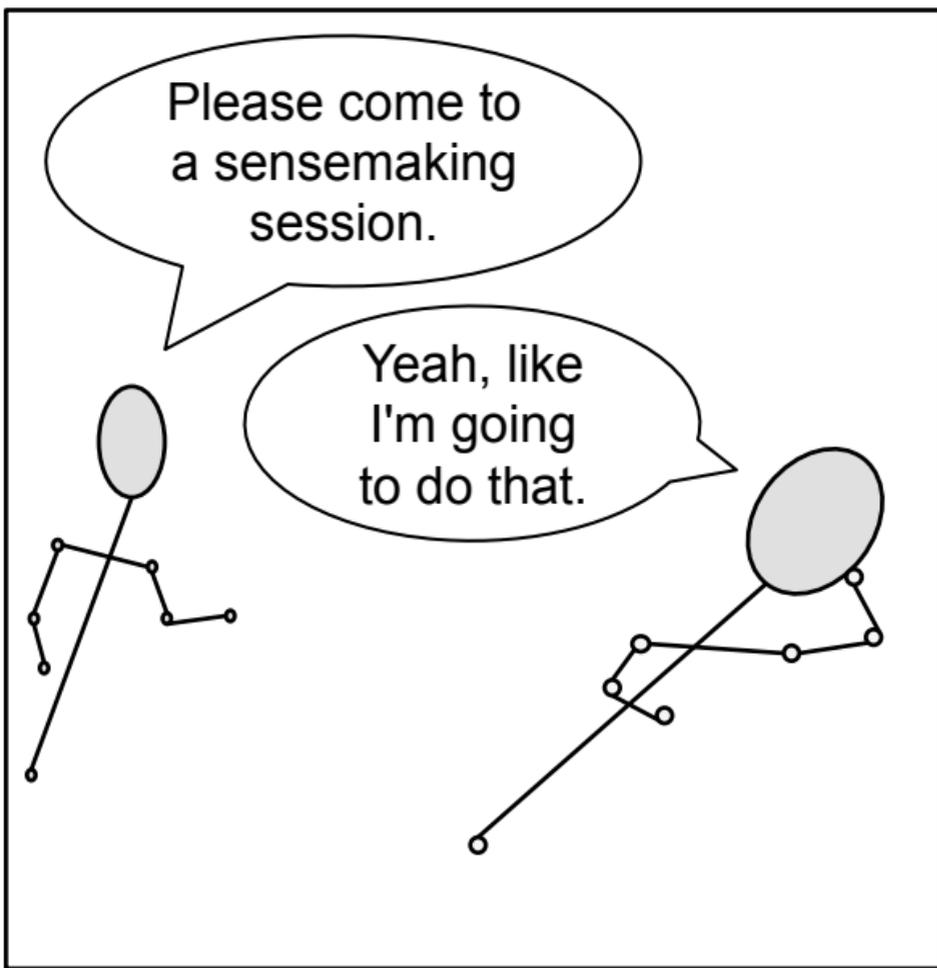
And conform to your rigid expectations?
No thanks.

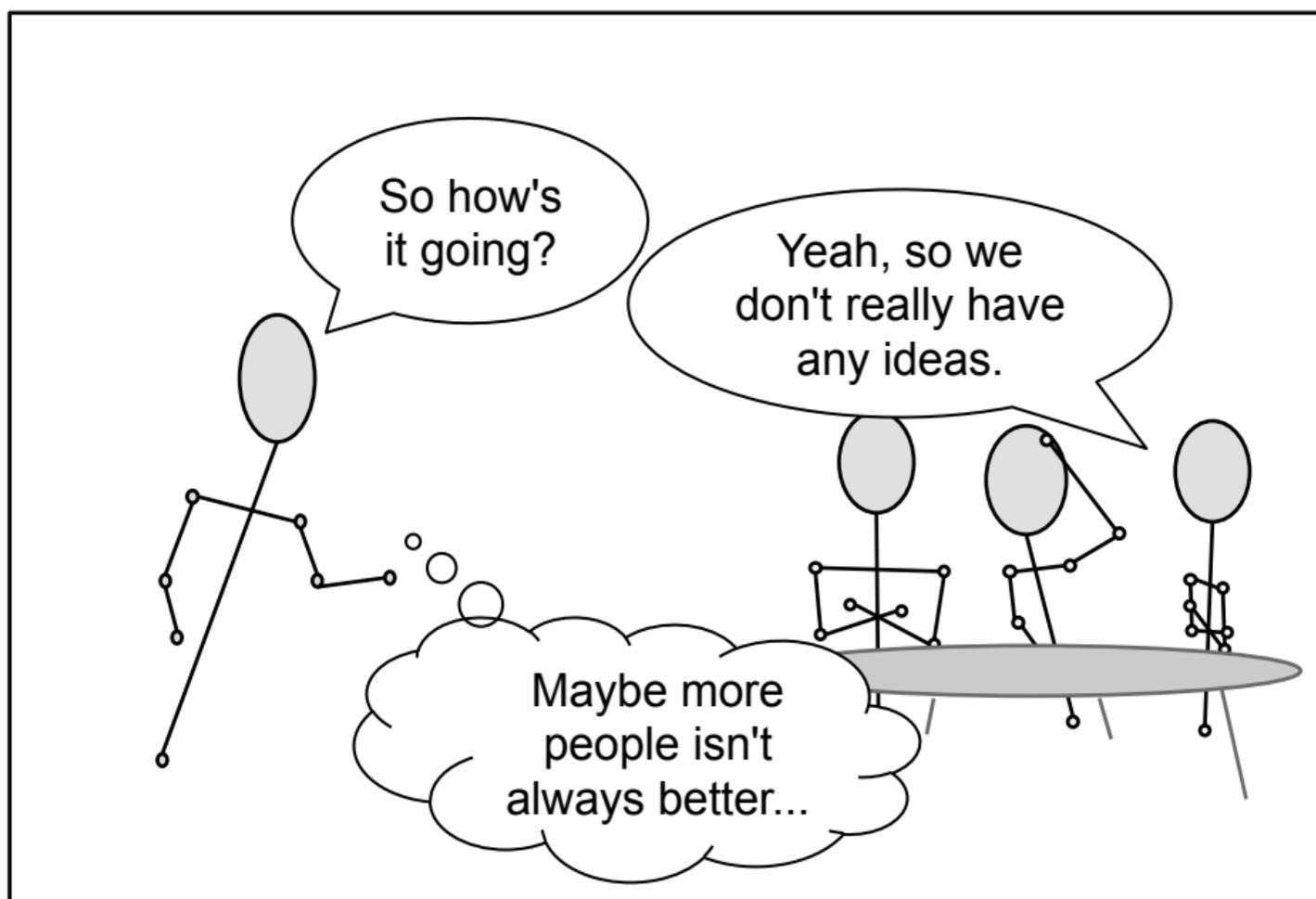


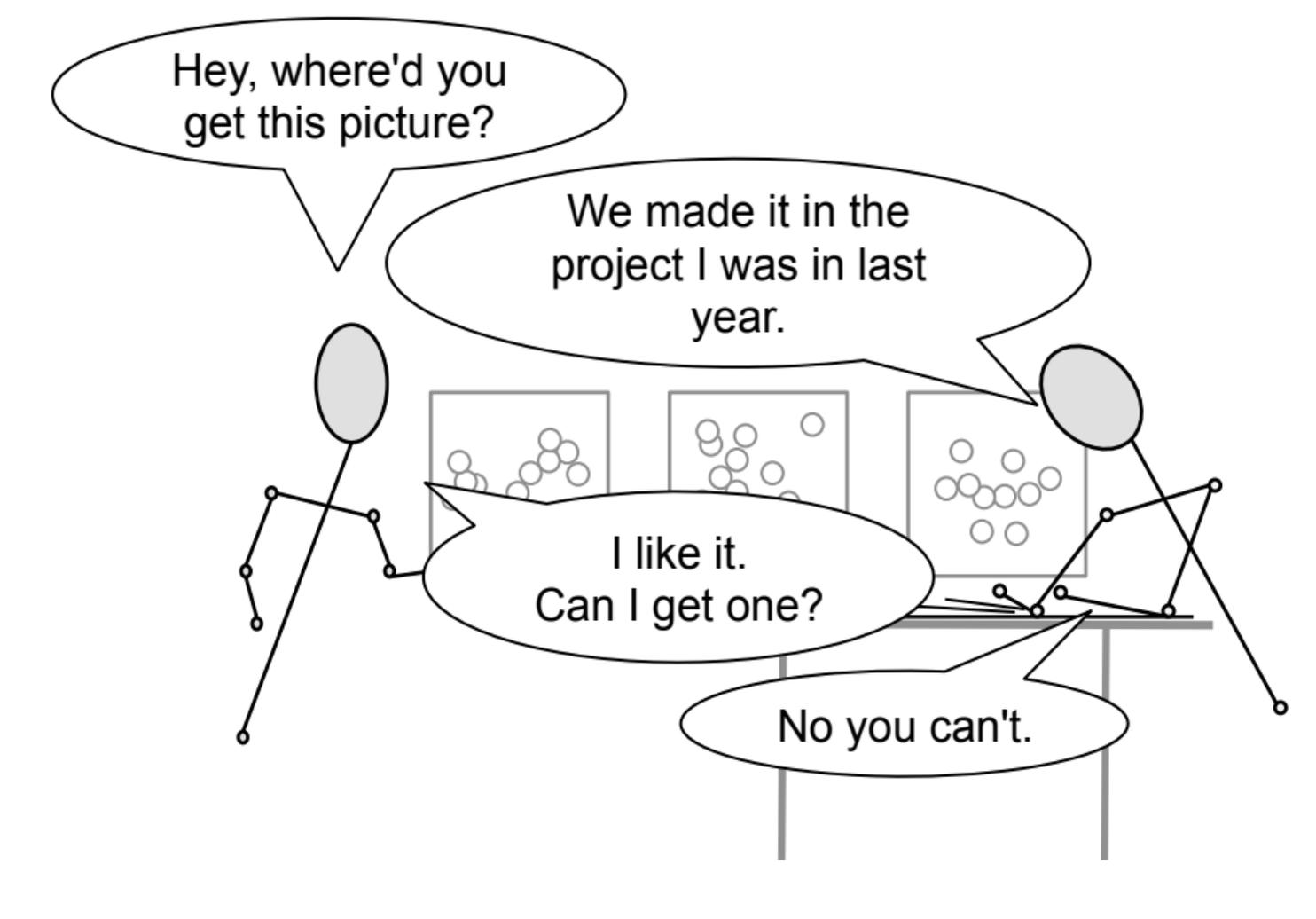
Please come to a sensemaking session.



You young people think you know everything.





A black and white line drawing of two stick figures sitting at a table. On the table are three framed pictures, each containing a cluster of small circles. The figure on the left asks a question, the figure on the right answers, the left figure asks for one, and the right figure refuses. The figures have simple stick bodies and a grey oval head. The table has two vertical legs.

Hey, where'd you
get this picture?

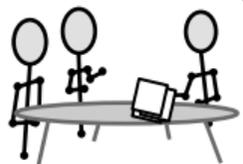
We made it in the
project I was in last
year.

I like it.
Can I get one?

No you can't.

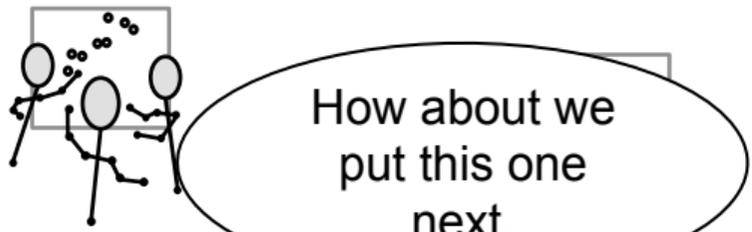


Wow, this one really strikes a nerve.

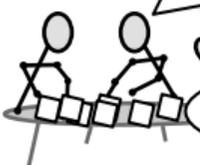


I'll say.

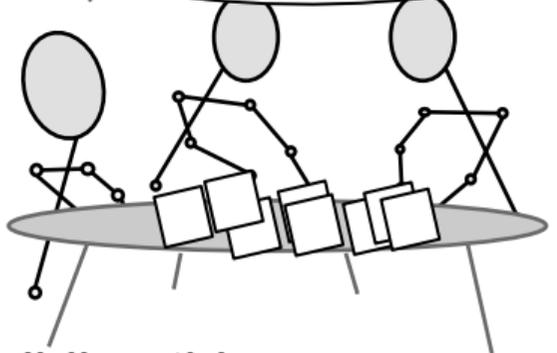
encountering stories



How about we put this one next.



Sounds good.

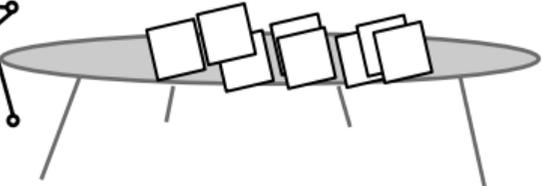
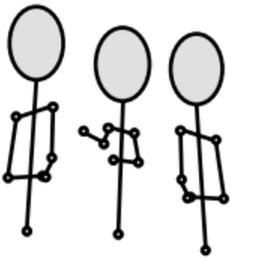
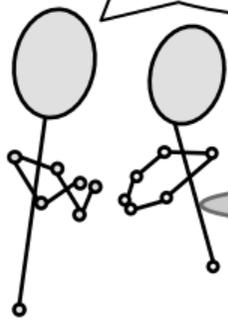


building things



Did you notice...

I was surprised when...



the after-party

