

Figures from Chapter Four (How Do Stories Work?) of
Working with Stories in Your Community or Organization: Participatory Narrative Inquiry
(Third Edition)
by Cynthia F. Kurtz

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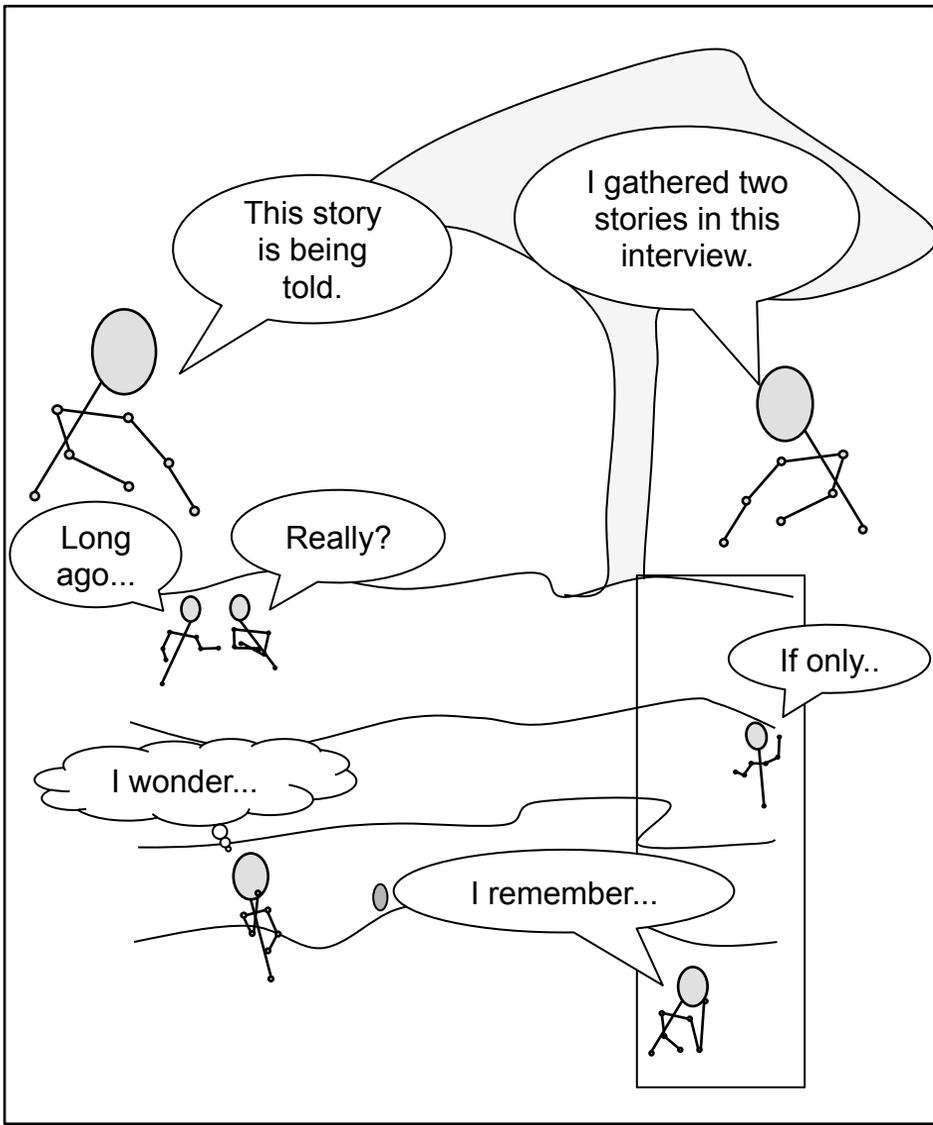
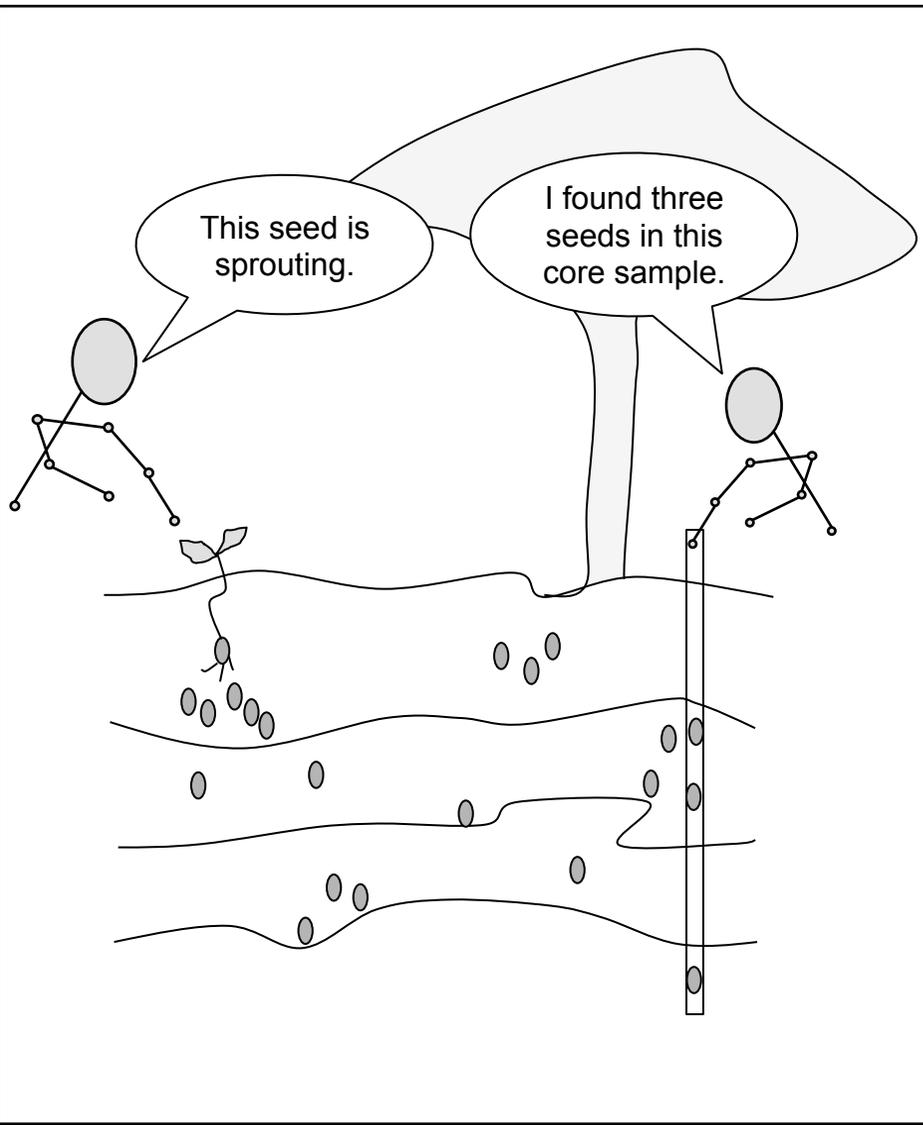
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experience
interpret



hear
interpret



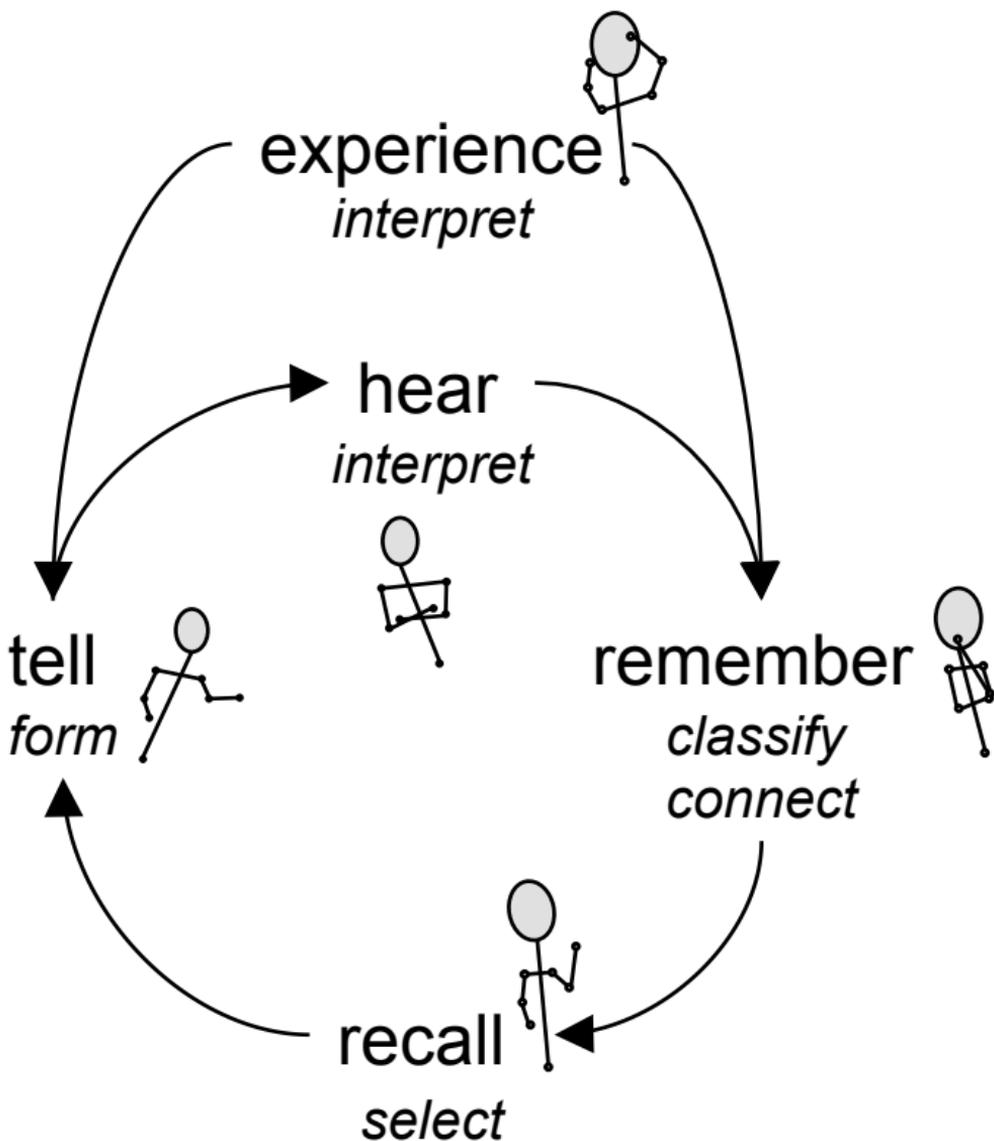
tell
form

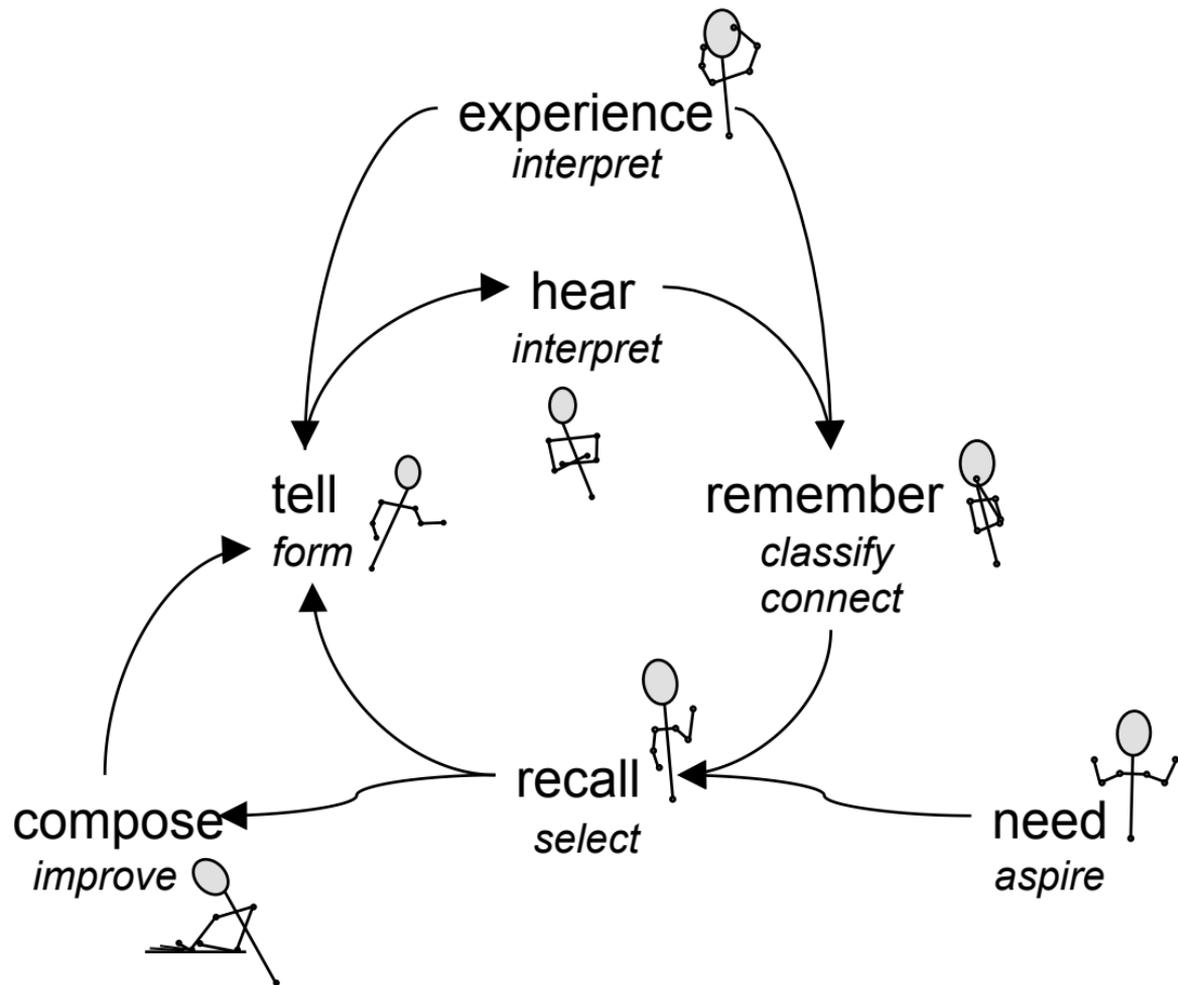


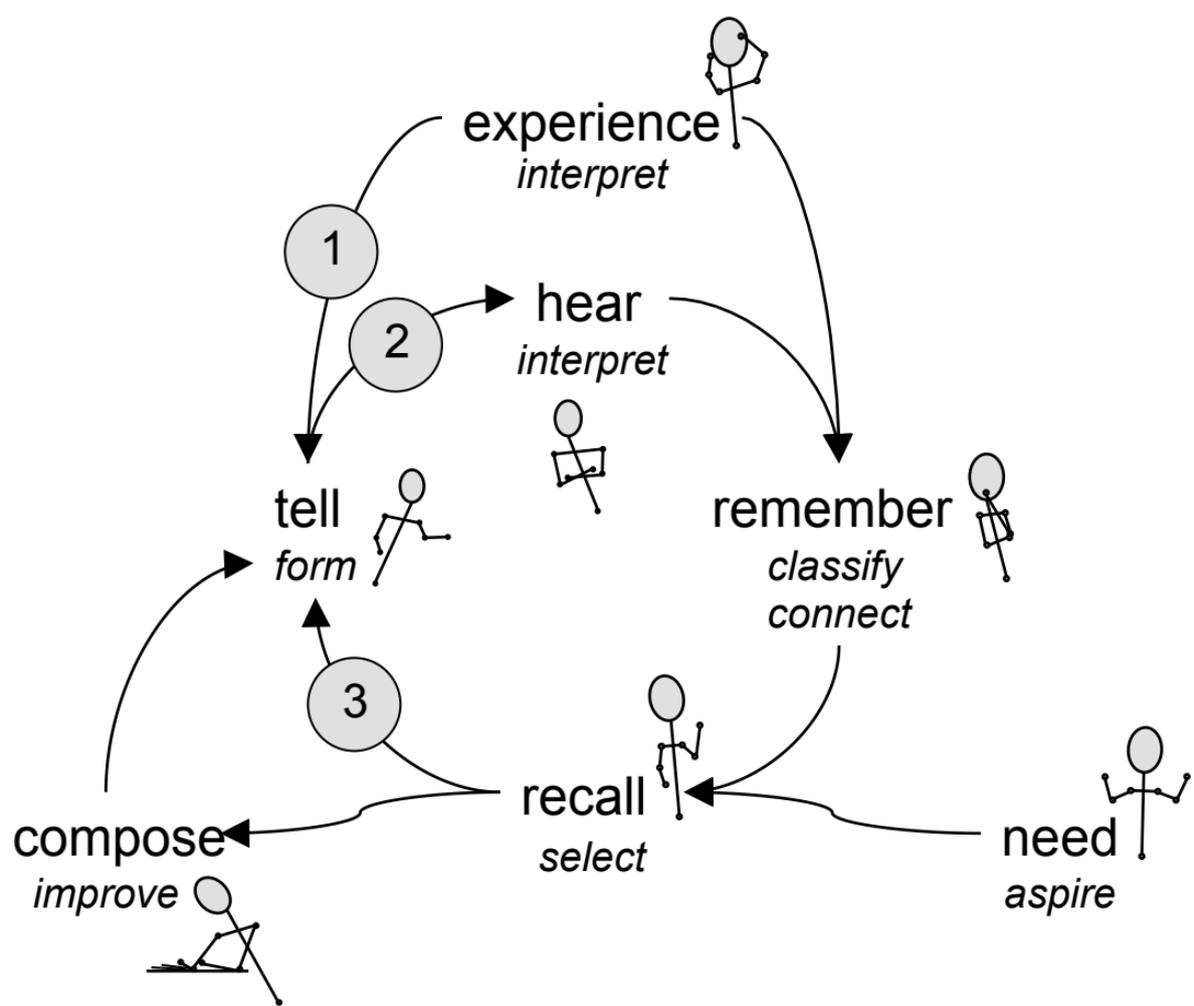
remember
classify
connect

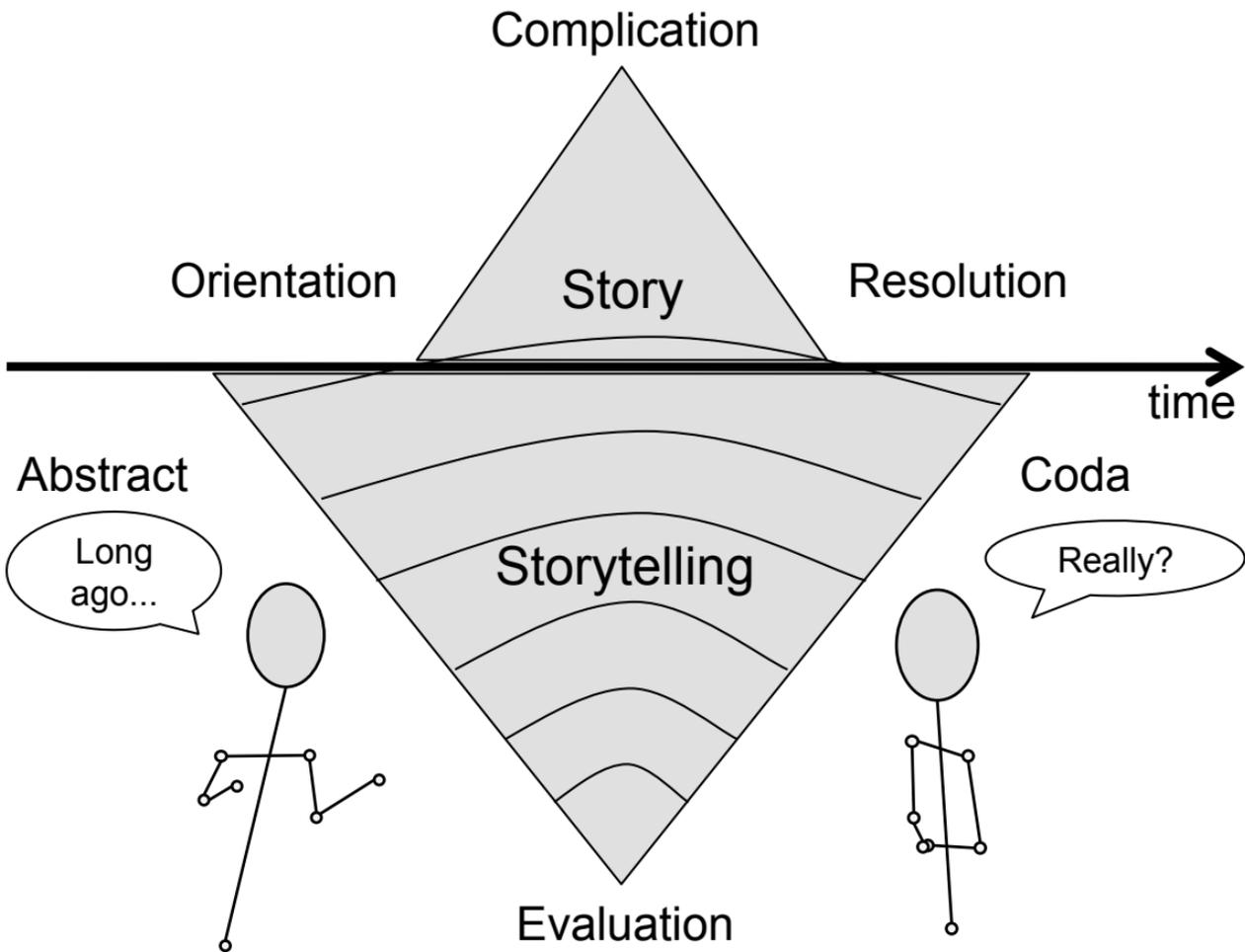


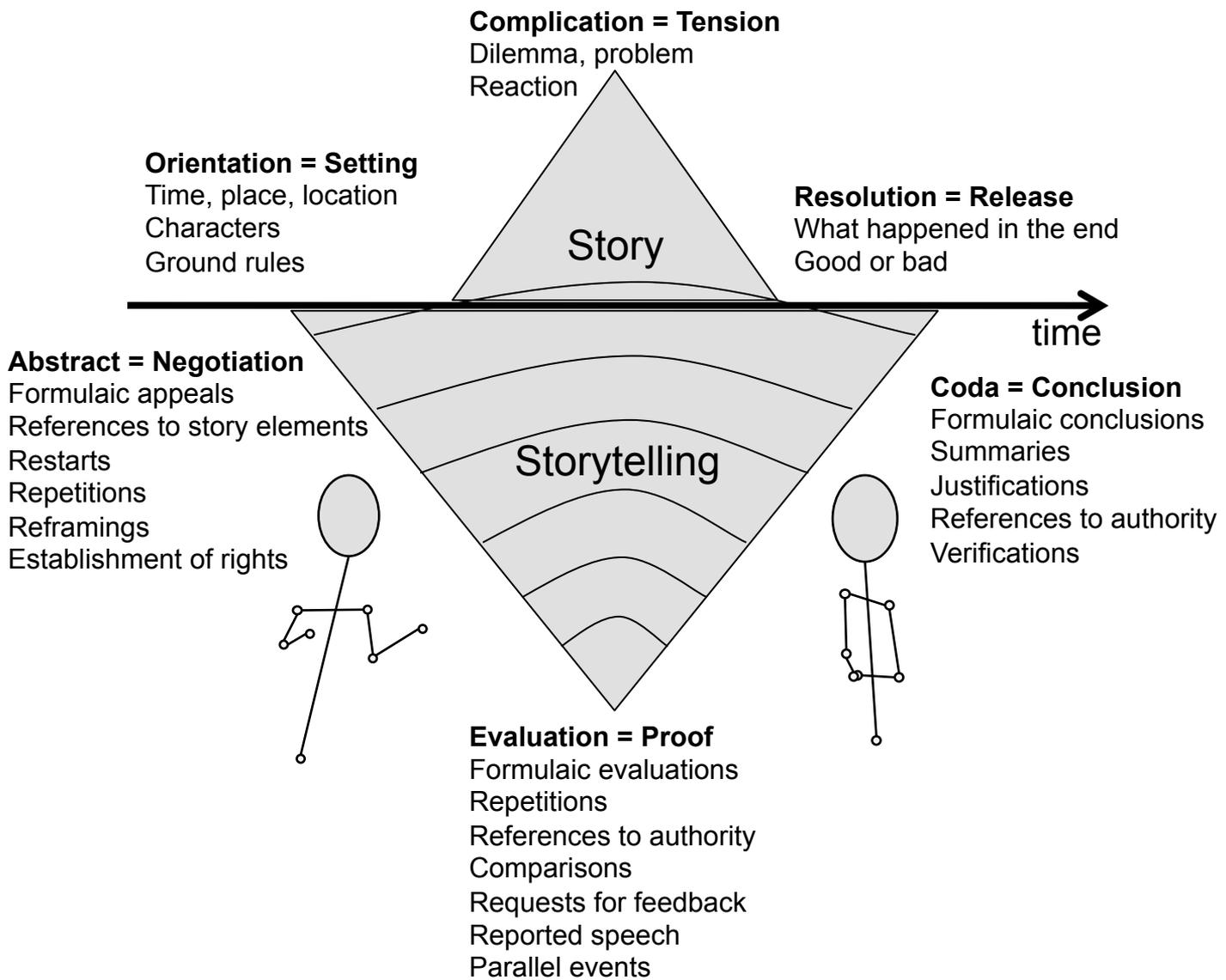
recall
select











Complication

"She comes out, and she sets this THING in front of me..."

"...could you just ASK somebody if this is Porterhouse?"

Orientation

"We went out to dinner."
"I ordered the Porterhouse."

Resolution

"...she comes back with the bill... it's all scribbled out ... and of course it's at the medallion price."

Story

time

Storytelling

Abstract = Negotiation

"I don't know what –
I've got a good story."

Coda = Conclusion

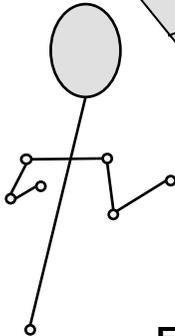
"I felt sorry for her, because
I thought there HAS to be
something in the way they
manage this business..."
"You know, THAT'S a
PORTERHOUSE!"

Evaluation = Proof

"And she says, yes, that's how we do our
Porterhouse here."

"I've never SEEN anything like that!"

"So I'm going, what is going on here?"



Complication

"...we couldn't get ANYBODY to take that wall down."
"So one night I stayed late, brought in my wrenches, and it's DOWN."

Orientation

"...they put us in cubes."

Resolution

"But ... nobody else will do it for themselves."

Story

time

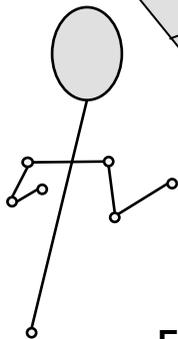
Abstract = Negotiation

Well - it's funny because - like I said - we have Dilbertsville - all cubes."

Coda = Conclusion

"It's incredible."

Storytelling



Evaluation = Proof

"...we said, eight, nine, ten, times..."
"...bucked the system, broke the rules, and got our open space back."
"...everybody who walks in says, this is NICE."

Complication

"...we're not ready to show customers. Meanwhile the market opportunity is slamming closed."
(complication goes on too long)

Orientation

"I'm in the middle of a moderately sophisticated development project...."

Audience:

And how do you get people then to wrap up?

Story

Resolution

"... you have to say enough is enough...."

time →

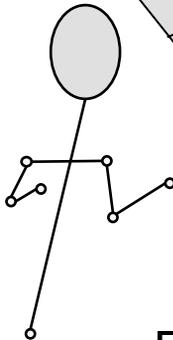
Abstract = Negotiation

(none, teller launches into orientation)

Storytelling

Coda = Conclusion

"It's a balance, there's no question about that."

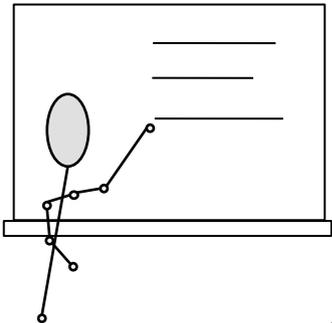
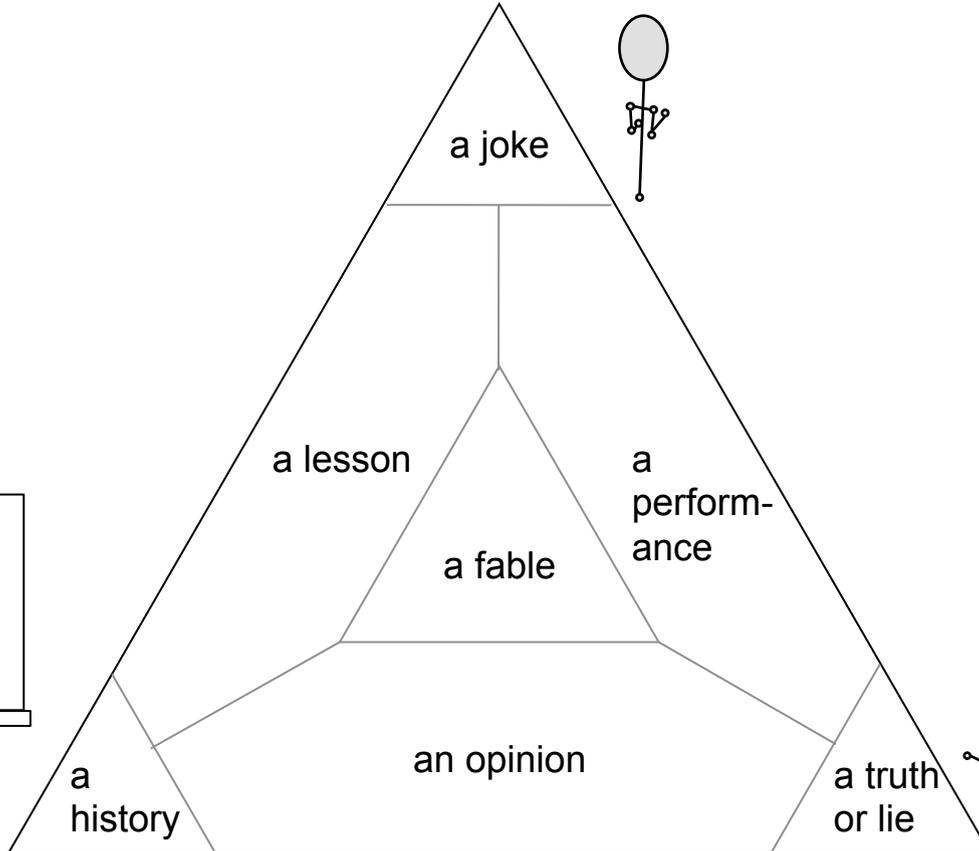


Evaluation = Proof

*Audience: "It seems that the same skills that make them great developers make them lousy at understanding deadlines."
"The focus is a detriment."*

A story is ...

(because stories engage)



(because stories transfer knowledge)



(because stories influence)

Synonyms of "story"

(because stories engage)

gossip, rumor,
talk about
supposed truth



explanation,
justification

piece of
writing,
literature,
drama

indirect
representation,
storytelling

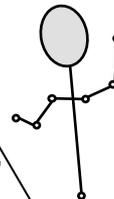
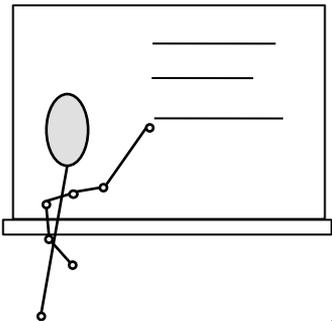
description of
past events

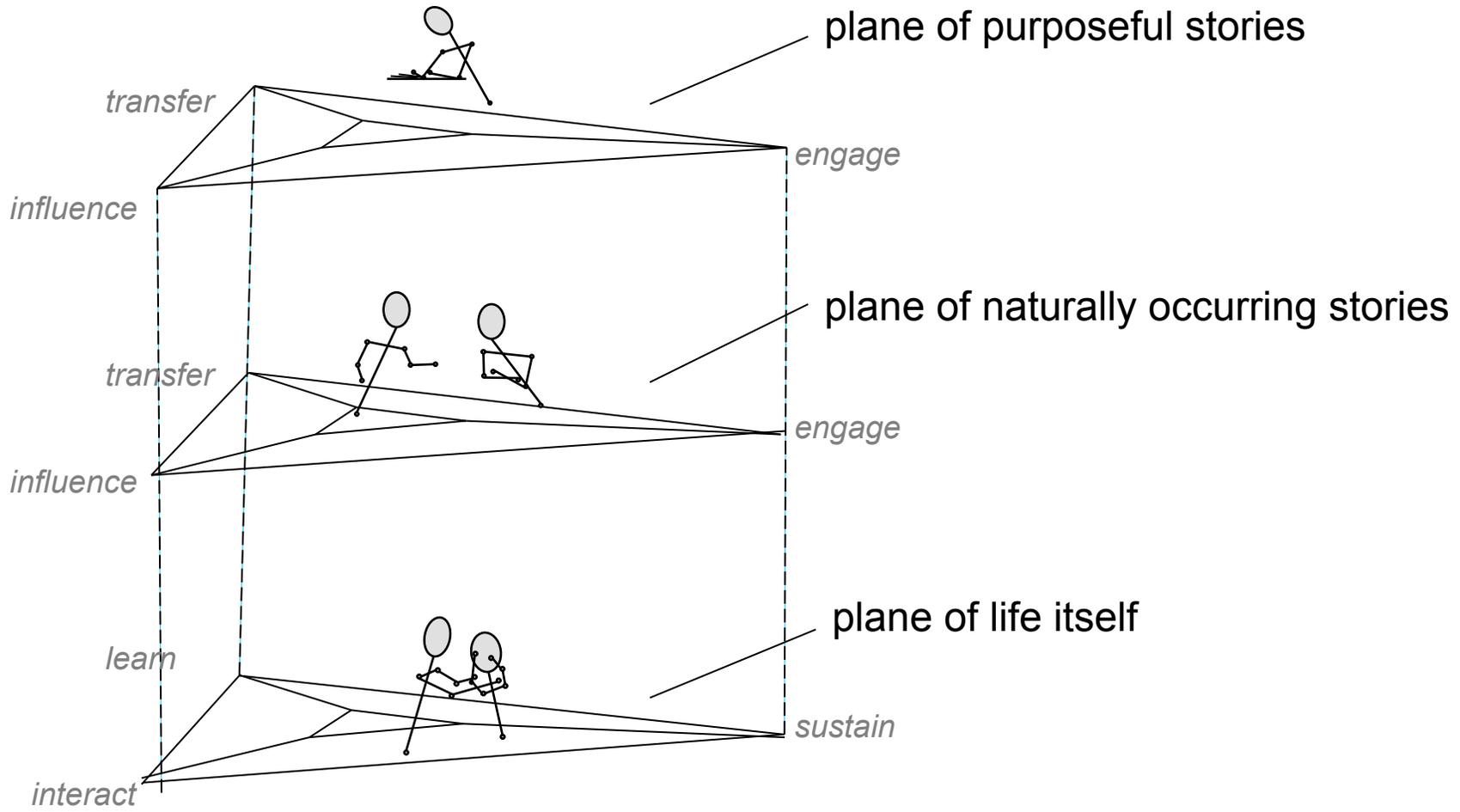
assertion of
belief or
knowledge

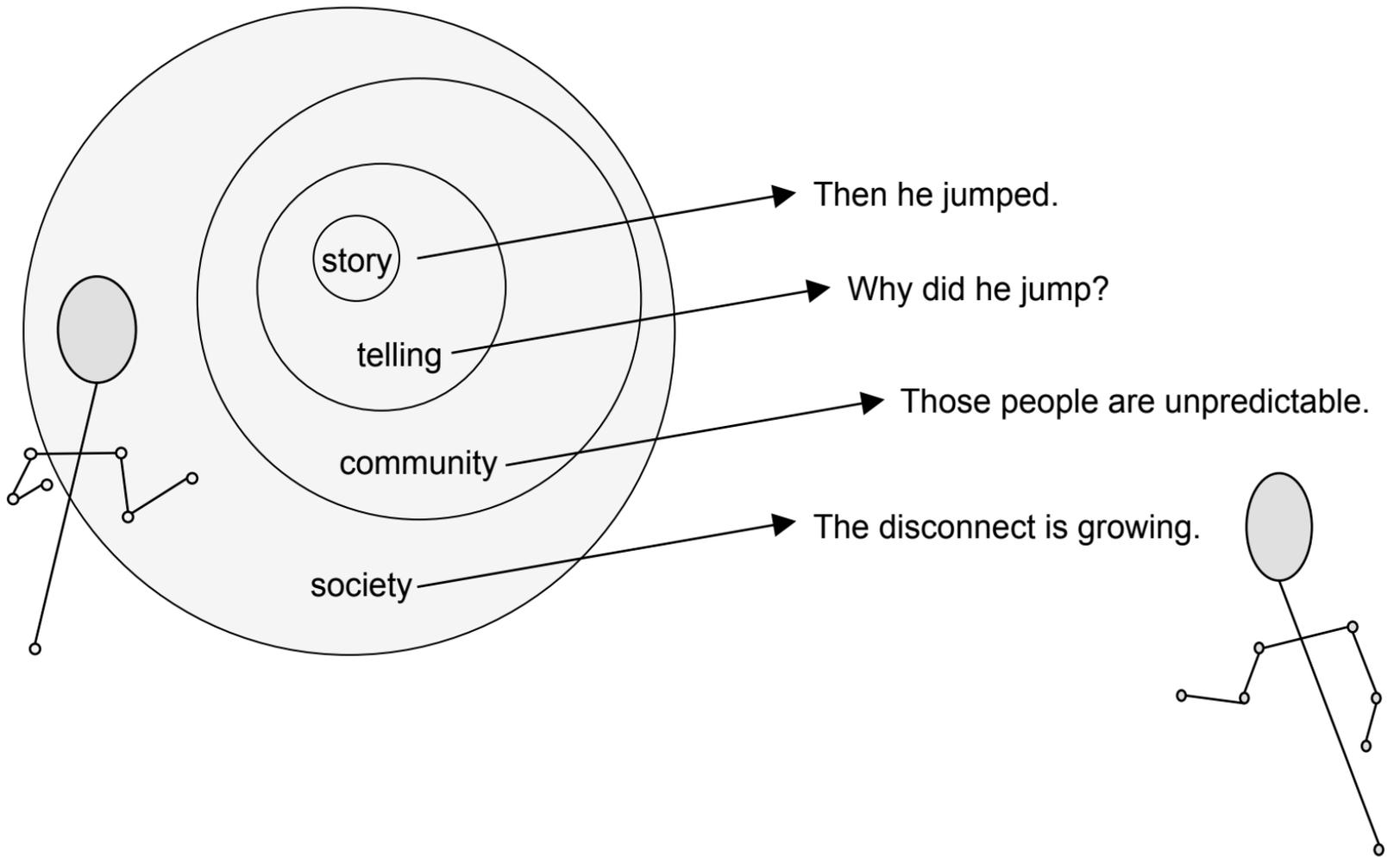
lie,
deception,
distortion

(because stories transfer knowledge)

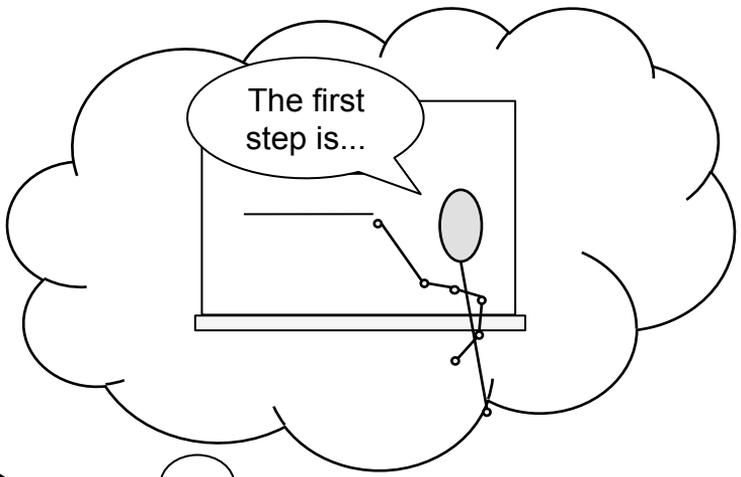
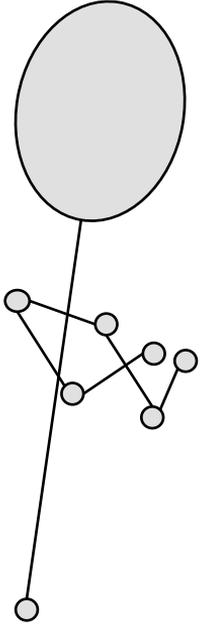
(because stories influence)



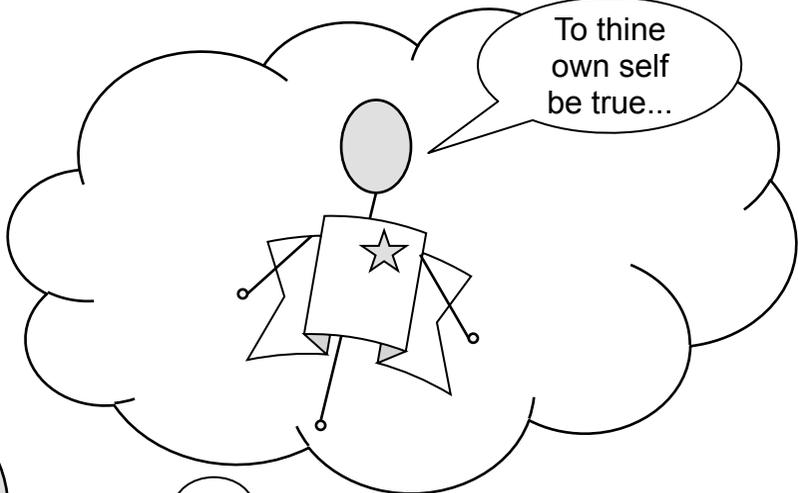
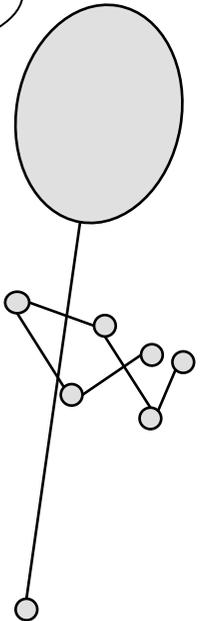




One time
I was...



One time I was...



To thine own self be true...

