



# Understand User | Storyboarding Tool

Stories add a human element to design and data analysis activities. They foster empathy and let designers walk in the users' shoes, increasing understanding of needs, activities, interests, and pain-points.

## WHEN

Use Storyboarding early in the design process, when exploring new ideas or potential applications, or later in the design process when the team has a mature idea they want to visually explore and refine.

## WHY

This approach helps to visually document use cases, scenarios, and system interactions

## HOW TO USE THIS TOOL

- STEP 1: Gather documented use cases, scenarios, etc.
- STEP 2: Describe individual scenes and moments, using plain text and arrows to depict the sequence.
- STEP 3: Make simple drawings of the described moments. Sketch a sequence of scenes that depict interactions between the user and the system.
- STEP 4: Write brief descriptions to accompany each scene, detailing what the user is trying to do, how they are feeling, and other contextual information.
- STEP 5: Review the storyboard with the team and stakeholders to gather feedback.
- STEP 6: Iterate through the process until the storyboard clearly represents the use case in question.



Storyboarding Tool | Worksheet

