



# TEN QUESTIONS TO ASK WHEN MAPPING YOUR WORKPLACE

1. **Grapevines.** What paths do people travel? Who can walk freely through the whole workplace? How does news travel?
2. **Bottlenecks.** Are there spots where the flow of work gets bottlenecked? These could be important pressure points. Who works there?
3. **Work groups.** What work groups can we identify on this map? Consider the factors that determine who works together in your workplace, such as job, work area, and shift.
4. **Relationships.** Which work groups have contact with each other through their jobs? Which groups are hard to reach?
5. **Social groups.** What social groups can we identify on this map? For instance, who carpools together? Who speaks the same language? Who socializes at lunch or outside work? Who's related? Who are all the smokers?
6. **Group concerns.** For each work or social group, how does this group relate to management? What are the biggest problems affecting this group?
7. **Water coolers.** Where do people congregate? These could be good places for outreach conversations, or group gatherings.
8. **Broom closets.** Where can you talk out of sight of the boss?
9. **Hangouts.** Where do people go after work?
10. **As time goes by.** What on this map changes at different times of day, and at night if your workplace has a night shift? How about on the weekends? Different seasons of the year?

