

Step

Flow Step Canvas

A structured aide to explore the intent and needs of a user for a single step in a broader workflow.

Before

Where from

*What might the user have been doing immediately before this?
What might have triggered them to do this?*

Context

What relevant information might be coming with the user?

Actions

What is the user intending to do?

Information

What information does the user need to effectively carry out the actions?

After

Where to

*What might the user be going to do immediately after this?
What might this have triggered them to do?*

Context

What relevant information might the user take with them?