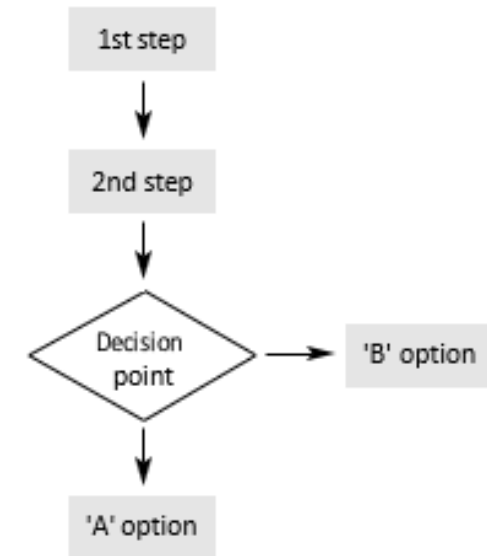


FLOWCHART



As a tool, the flowchart is ideal for displaying the completion of a task, or activity. We can mark the steps of the task with different plane figures to simplify them and to make their relationships easier to interpret. We should illustrate each step with a closed geometrical shape. The steps follow consecutively in a logical manner, and appropriate symbols render them easier to interpret. The classical flowchart elements are rectangles that signal individual steps, rhombuses which contain a decision point, i.e. a question, and narrows which point out the direction of the steps. Besides these, we utilize several existing elements at BPR- Business Process Reengineering, (e.g. process starters, triggers, finishers). However, for coaching, the easiest variation is sufficient, and we need not make it overcomplicated.



The advantage of the flowchart, compared to the action plan, is that it also includes decision points from where junctions may start, i.e. it is less static. The developed alternative of the flowchart is 'swim lane', where we add a new aspect to the specific steps of the process such as '*Who creates that particular step?*'. It may be that there will be such steps in our flowchart where someone else's actions (i.e. our boss's approval) will be necessary. Therefore, it is important to clarify this already at this stage to avoid any caveats in either the Key Obstacles or later in the Leverage phase.