

YOUR WORKSHOP WORKSHEET

Map *your* Capacity Flow.

Three boxes. Five questions. One starred stage. We'll do this together — but the drawing belongs to you.

01 Pick the workflow you're mapping today

THE WORKFLOW

WHO FEELS THE PAIN WHEN IT BREAKS?

HOW OFTEN DOES IT RUN?

02 Sketch the three stages

For each box: write where it actually *lives* today (email, head, calendar, doc, system) and who *holds* it. Be honest, not aspirational.

STAGE 01 · INTAKE

Where it enters

Email · text · hallway · calendar · form?

Lives in:

Held by:

STAGE 02 · DECISION

How it moves

Who decides, by when, with what context?

Lives in:

Held by:

STAGE 03 · FOLLOW-UP

How it closes

Action, owner, due, confirmation back to requester?

Lives in:

Held by:

03 Star the stage where it most often breaks

☆ Intake

☆ Decision

☆ Follow-up

WHAT DOES "BREAKS" ACTUALLY LOOK LIKE HERE?

WORKSHOP WORKSHEET · CONTINUED

Pressure-test your map with five honest questions.

04 The five questions

1. **Where does it enter?** List every channel — even the awkward ones.

2. **Who sorts it first?** If the answer is "me, in my head," circle it. That's the drain.

3. **Who decides, by when?** A real name and a real date. "Soon" is not a date.

4. **Where is it written?** If a future you couldn't find it in 30 seconds, it isn't written down.

5. **How does it close?** A confirmation back to the requester. Otherwise the loop never closes.

05 Where AI could carry weight (your starred stage)

For the stage you starred, what could AI *draft, summarize, or remind* — that you'd still review and send?

06 Where humans must stay (non-negotiable)

Sensitive conversations, final words to donors, decisions affecting clients or staff, anything that requires care or judgment.

07 My commitments before next Tuesday

BY FRIDAY — FINISH MY MAP & SHOW IT TO ONE TEAMMATE:

WITHIN 2 WEEKS — STABILIZE MY STARRED STAGE. ONE OWNER I'LL NAME:

WITHIN A MONTH — TRY ONE AI WORKFLOW (FOLLOW-UP TRACKER · MEETING PREP · EMAIL DRAFTS · DONOR ACK):

Want a second set of eyes on your map? Email a photo to latoya@lurgrowth.com — I read every one.

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