

Title of what you are mapping. Name + subject + scenario.

Before

During

After




Key:

Doing

Thinking

Feeling

Tech used

# Eriol's PTSD flashback and using google sheets - 'first person' journey map

## Before

Preparing for a meeting	Overwhelmed with work
Nervous	Unsteady/unsure

## During

Trying to follow conversations	Felt about 5 seconds delay in speech	Fast breathing
Hyper aware	Turn off camera/stop speaking	Struggling to read cells in spreadsheet
Short sentences	Hold breath when called on	Blurred vision

## After

Panicked	Visions / seeing physical memories of injuries
Rigid limbs	Screaming
Crying	Exhausted

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# Eriol's filing a missing person report - first person supportive journey map

## Before

Working, regular day at desk in office

Receive phone call - missed because of work hours

Checking messages on break

Receive crisis message from family

Call family, panicked, how can I help?

Leave work, quickly, notifying boss, drive home.

## During

Worry, long waits (comparatively)

Long phone calls

Radio appeals

Pacing, restless nothing useful to do

Return to work but distracted

Questions, frustration lack of answers

Interviews with police and other orgs

Accusations, house searches

Retracing details

## After

Check police articles at least times per day.

Call police service number ta least once per day until day 3

Check facebook posts for local area

After mother is found, I take time thanking people

Relaxed but confused

Unsure how to proceed. Many questions.

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