Adults without a higher education degree journey map			<b>RISE_Lifelong Learning and Empowerment</b>			08 May 2020		
JOURNEY MAP		PROJECT			EXPORT DATE			
PRE-SERVICE			SERVICE					POST-SERVICE
AWARENESS	REGISTER	INTRO VIDEO/CALL	INITIATE PURPOSE FINDIN(	DEVELOP LIFE SKILLS	UNLEASH TALENT		JOIN A TRIBE	
AWARENESS	REGISTER	INTRO VIDEO/CALL & JOUI		DEVELOP LIFE SKILLS	UNLEASH TALENT	JOIN MENTORING COMMU		ATTEND COMMUNITY EVE
LISA LISA'S JOURNEY								
AWARENESS	REGISTER	INTRO VIDEO/CALL & JOURNEY PERSONALISATION	INITIATE PURPOSE FINDING	DEVELOP LIFE SKILLS	UNLEASH TALENT		JOIN A TRIBE	

# LISA LISA'S STORYBOARD



#### LISA LISA' STEPS DESCRIPTION While surfing on internet she visits She thinks RISE can guide her and She knows she has built with Upon registration, she books on-She has a dream which is to create She feels she could benefit from a She discovers various companies, the RISE website. line a 30 min intro video call with provide the support she needs to awareness for the animals cause. personal development course in experience valuable life skills but with a responsible human capital the representative from RISE. But she realises that she doesn't resonance with her community she doesn't feel comfortable doing a get out of her cage, unlock her approach, who want to build a potential and positively reshape her During the video call she is guided have a clear salient goal in but so far she found it difficult to CV. She welcomes the offer to diverse team and offer real career through the services and the resonance with her surrounding life. She signs up. find out about such courses in showcase her talents differently. opportunities. She browses on every

making of her own individual personalised journey.	environment. She fills in the questionnaire and book a face- 2-face initiation to purpose finding session. She gained much insight and clarity during the session that took place the following week at the Zurich Impact Hub.	English in Switzerland. She is delighted to finally be able to drill down on the transformative learning offering catalogue by language, thematic, duration, format, cost. She selects an analogue Global Citizenship course in Zurich and enrols.	She is guided on-line by a coach to go through the different steps on how to produce the 3 min video. After a few attempts and feedback from the coach she is satisfied with the final result and submit her video.	company profile and find two appealing and fitting roles: senior operator in a sustainable logistics solutions provider and project manager in an animal protection association. She applies with her video and receives an interview invitation within a week.
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STEFAN STEFAN'S JOURNEY									
AWARENESS	REGISTER	INTRO VIDEO/CALL & JOURNEY PERSONALISATION	DEVELOP LIFE SKILLS	UNLEASH TALENT	JOIN MENTORING COMMUNITY	ATTEND COMMUNITY EVENT			

STEFAN'S STORYBOARD STEFAN



### STEFAN' STEPS DESCRIPTION STEFAN

He is inspired by the video and

puzzle and thrive. He registers.

believes he can find here the help

While on social media he comes across an introduction video of the RISE platform.

Upon registration, he books on-line a 30 min intro phone call with the representative from RISE. During and support he needs to sort out his the call he is guided through the services and the making of her own individual personalised journey.

He pre-selects a couple of courses on the thematics of Resilience and Problematic Solving that he could be completing on a blend of digital and analogue format. He cannot afford them so he requires information about free of charge payment in instalments. It is possible for the Problem Solving course so he happily signs up.

His self-confidence has eroded because of his situation. However, he very much likes the idea of being guided through the making of a video showcasing his talents and believes it could also help him overcome his fears to introduce himself to potential partners or investors. He is guided on-line by a coach to produce the 3 min video. He is happy with the final result.

He welcomes sharing of wisdom as he feels he needs mentorship at this stage in his life to help him make important life decisions. He can chose from a network of inspiring, experimented carefully selected people who speak his language and understand how to navigate business and life in general.

He selects a mentor with a track record in his field of passion and sets a video call.

He notices an experimental project organised by RISE in Zurich on how to design outdoors enabling spaces that foster spirituality and decide to participate. He registers.

## LINE OF INTERACTIONS

LISA / STEFAN CHAN	NNEL OVERVIEW					
🏖 FACE-TO-FACE						
🧭 TELEPHONE		<b>2</b>				<b>2</b>
➡ LOCATION		 ➡ ●			 →. ●	⊷ ●
···· () TIME SCHEDULE ·····						

### - LINE OF VISIBILITY

SERVICE BLUEPRINT

