

# Generic Tasks Grid

A list of the types of tasks/activities used in Mantle of the Expert

**Purple** – Material resources of the team  
**Green** – Social/cultural/historical dimensions of the team  
**Red** – Interactions with people within the team  
**Blue** – Interactions with people outside the team

<p><b>Places</b>  <i>Landscape, maps, models, aerial views, scene of events, environment</i></p>	<p><b>Buildings &amp; Structures</b>  <i>Company HQ, rooms, cellars, attics, sheds, outbuildings, fences, garages, bridges, plans, architectural drawings</i></p>	<p><b>Portals &amp; Barriers</b>  <i>Entrances &amp; exits, doors, gates, fences, walls, gate-keepers &amp; security guards,</i></p>	<p><b>Utilities</b>  <i>Heating, plumbing, lighting, disposal, recycling, re-using, reducing waste</i></p>	<p><b>Working Environment</b>  <i>Sound, space, resources, human interactions, access to food &amp; water, shops, message boards</i></p>
<p><b>Planning &amp; Preparation</b>  <i>Plans of action, means of entry, lists, procedures, things to consider – materials, equipment &amp; resources, problem solutions, maps and schemas</i></p>	<p><b>Equipment, Machinery, Materials &amp; Resources</b>  <i>Vehicles, special machinery, computers, cameras, safety, specialist equipment, clothing – suits, helmets, boots, gloves</i></p>	<p><b>Transport</b>  <i>Ways of travelling to work, vehicles used by the co., car parks, garages, air-strips, helicopter-pads</i></p>	<p><b>Maintenance &amp; Repair</b>  <i>Maintaining &amp; repairing: equipment, machinery, buildings, structures, enclosures</i></p>	<p><b>Building Security</b>  <i>CCTV, codes, procedures, guards, dogs, fences, towers, safes, ID cards, card-readers, scanners, keypads, passwords/numbers,</i></p>
<p><b>Safety</b>  <i>Emergency procedures, evacuation, fire-drill, emergency exits, first aid, communications, use of fire extinguishers &amp; other equipment, health &amp; safety regulations</i></p>	<p><b>Preserving &amp; Protecting Information</b>  <i>Archives vaults, safes, encryptions, codes, access procedures</i></p>	<p><b>Protocols &amp; Procedures</b>  <i>For effective working, for meetings, for dealing with people at &amp; out of work, for working safely, dealing with dangerous situations, dealing with complaints, rotas, timetables</i></p>	<p><b>Customs</b>  <i>Entering the building, celebrating success, welcoming guests/new employees</i></p>	<p><b>History/Possible Futures</b>  <i>Timeline, journal, photos, diaries, videos, photographs, letters, artefacts, memories, memorials, dreams/nightmares, hopes, plans</i></p>
<p><b>Meetings</b>  <i>Meetings for: making decisions, sharing information, planning next moves. Meeting with: clients, customers, bureaucrats</i></p>	<p><b>Employment</b>  <i>Job descriptions, job adverts, tendering, sub-contracting</i></p>	<p><b>Jobs</b>  <i>Areas of responsibility, special duties, collaborative possibilities</i></p>	<p><b>Training &amp; Staff Development</b>  <i>In-service presentations, demonstrations, simulations, videos, training manuals, booklets, posters, exams,</i></p>	<p><b>Induction For New Employees</b>  <i>Presentations, demonstrations etc. by existing employees</i></p>
<p><b>Human relations</b>  <i>Agreed practices &amp; values, support for employees' families, crèches, wheelchair access</i></p>	<p><b>Health &amp; Well-being</b>  <i>Work/life balance, questionnaires, exercise, health information, medical care, first aid, medical emergency procedures</i></p>	<p><b>Comfort &amp; Refreshments</b>  <i>Cafeteria, drinks machine, fruit/water at work, staff room, toilets, showers</i></p>	<p><b>Internal Communications</b>  <i>Messages, notes, meetings, e-mails, circulars, phone calls, text-messages, incident board, mobiles</i></p>	<p><b>External Correspondence</b>  <i>Letters, e-mail, fax, phone calls, cards, postcards, video/text messaging</i></p>
<p><b>Providing Information</b>  <i>Writing reports, making films, giving interviews, making presentations &amp; displays, taking photographs</i></p>	<p><b>Presenting Information</b>  <i>Website, reports, business cards, power-points, leaflets, books, posters, films, display boards, guides, manuals, signs, photo albums</i></p>	<p><b>News</b>  <i>Dealing with the media: newspapers, TV news, radio, magazines. Preparing press releases, interviews, briefings</i></p>	<p><b>Advertising</b>  <i>Promotion, activities/products, posters, letters, leaflets</i></p>	<p><b>Displaying</b>  <i>Wall displays, slide-shows, short-films, posters, leaflets, exhibitions, photos, awards, past accomplishments, website</i></p>
<p><b>Portfolio</b>  <i>Company portfolio, history, past work, personnel, booklet, website</i></p>	<p><b>Company Identity &amp; Values</b>  <i>Logo, slogan, poster, co. sign, website, letterhead, flag, motto</i></p>	<p><b>Gathering Information</b>  <i>Researching using: the internet, books, video, interviews, newspapers, museums, libraries, DVD, TV, databases</i></p>	<p><b>Cataloguing &amp; Recording</b>  <i>Films, photographs databases, folders, archives, store rooms, vaults, filing-cabinets, incident books, journals, log-books, diaries</i></p>	<p><b>Client/s</b>  <i>Profiles, pictures, personalities, background, family, company history</i></p>