## **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

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