

Figures from Chapter Four (How Do Stories Work?) of
Working with Stories in Your Community or Organization: Participatory Narrative Inquiry
(Third Edition)
by Cynthia F. Kurtz

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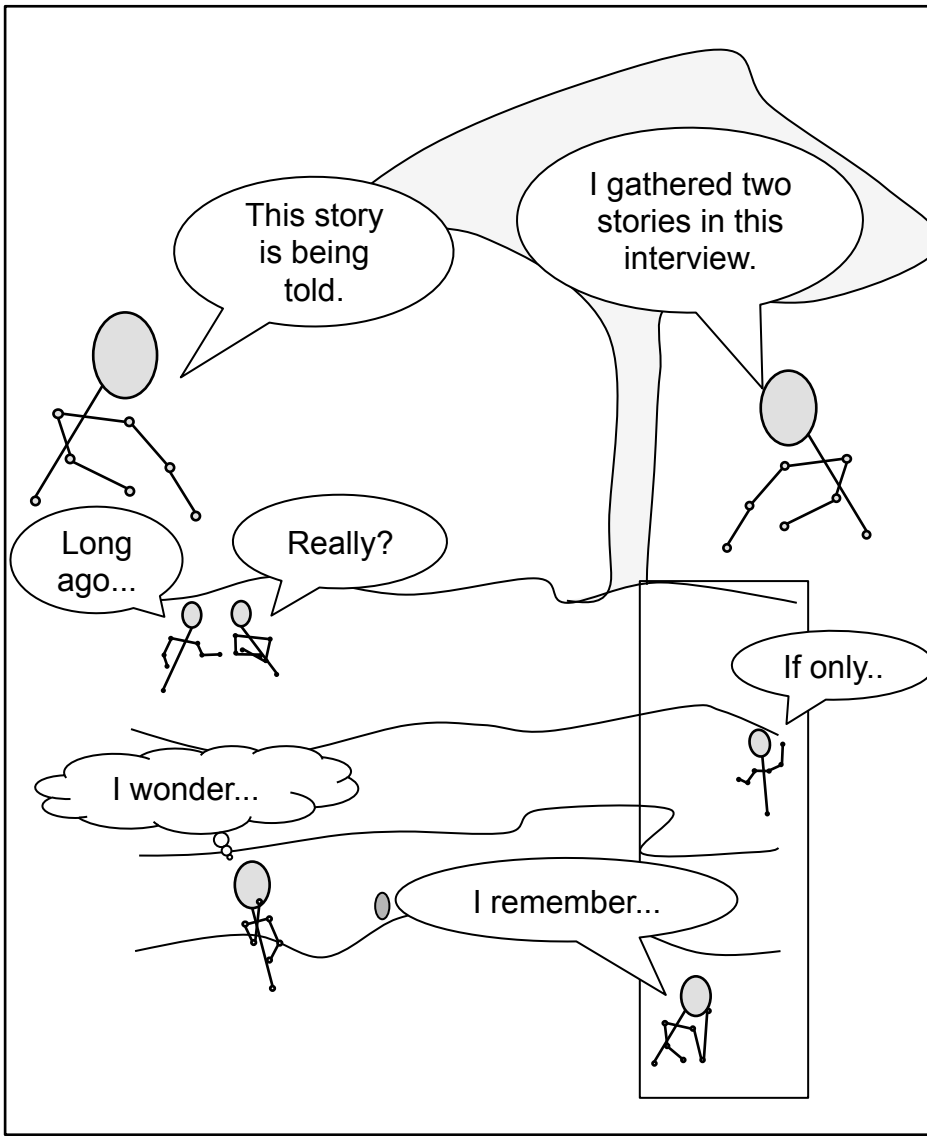
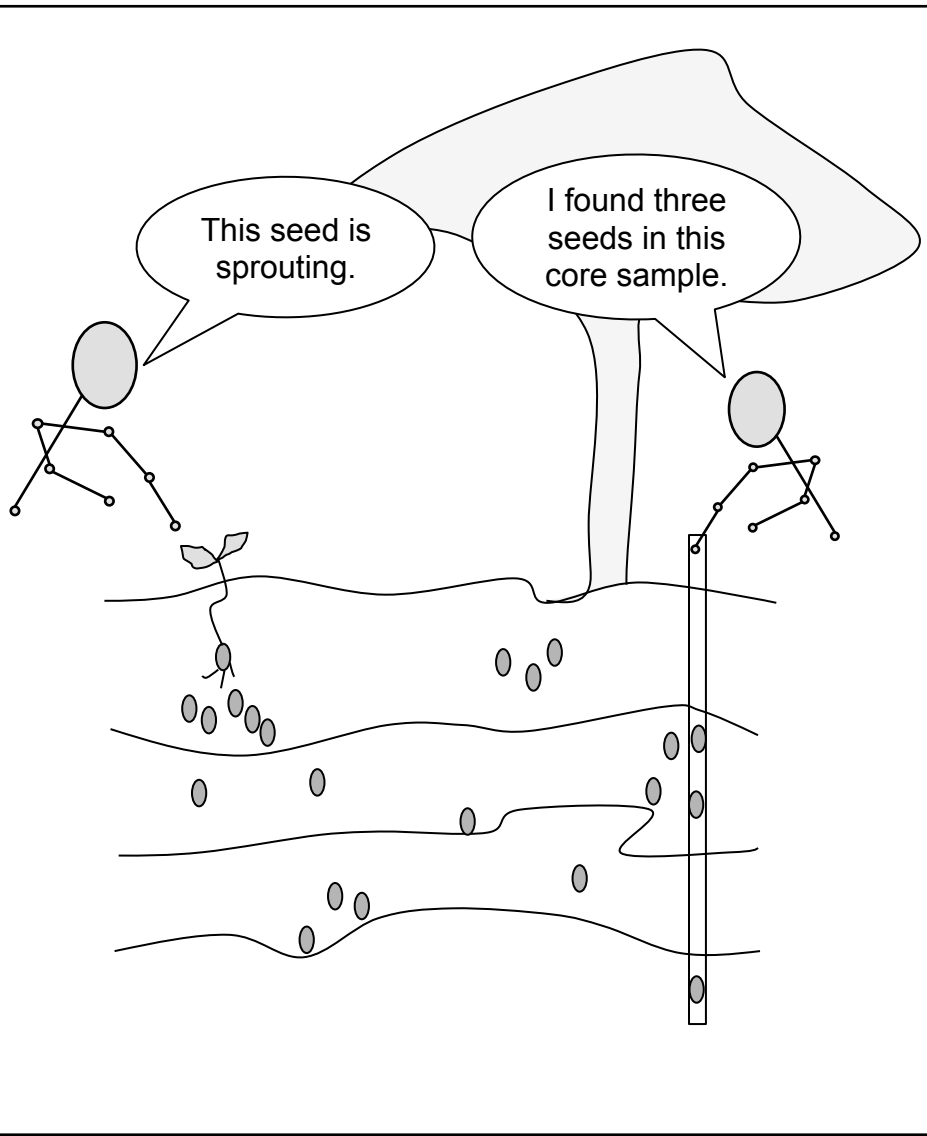
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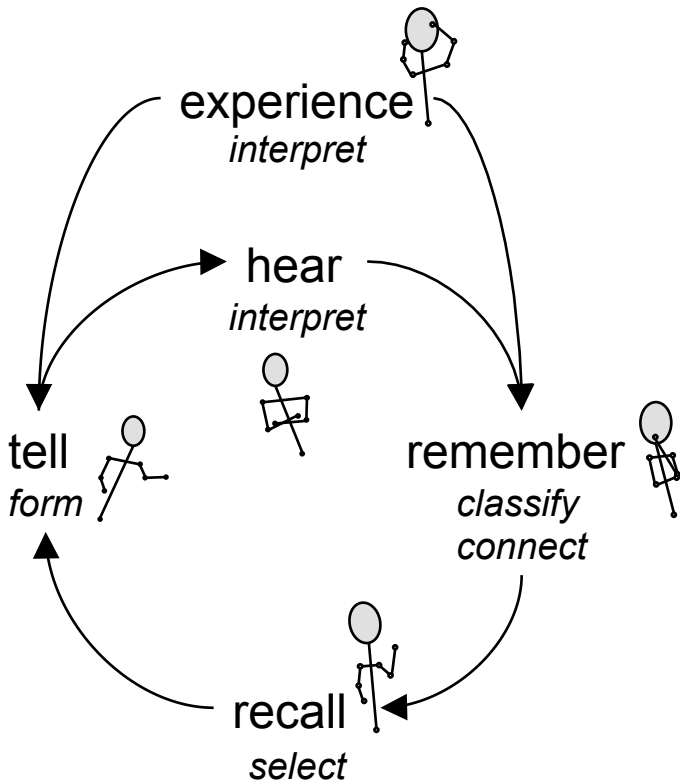
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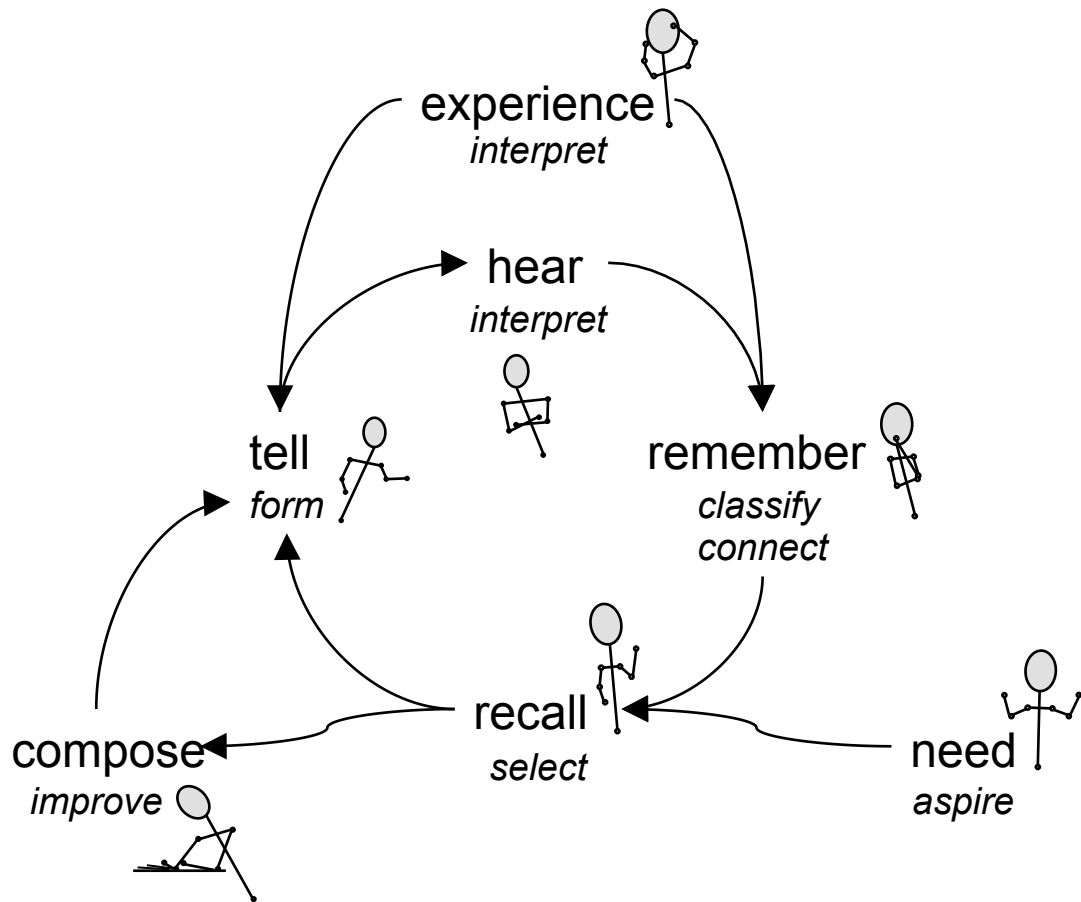
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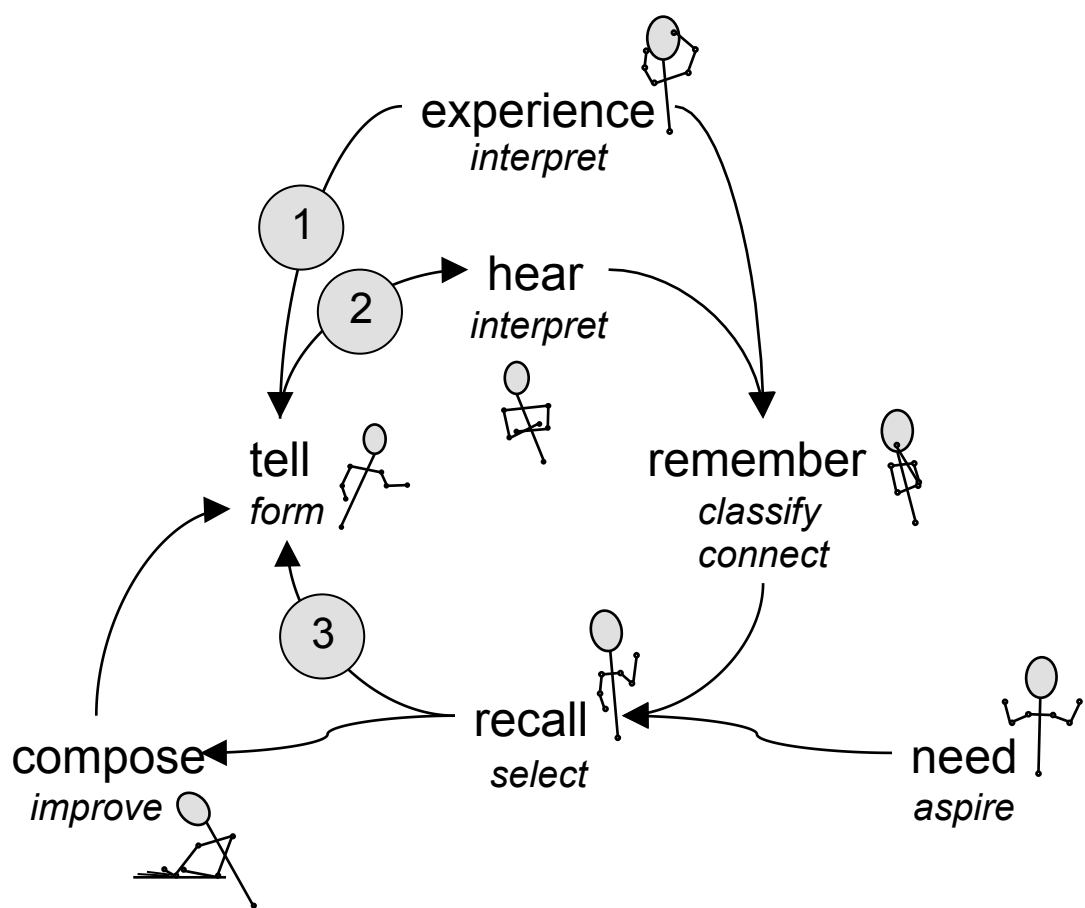
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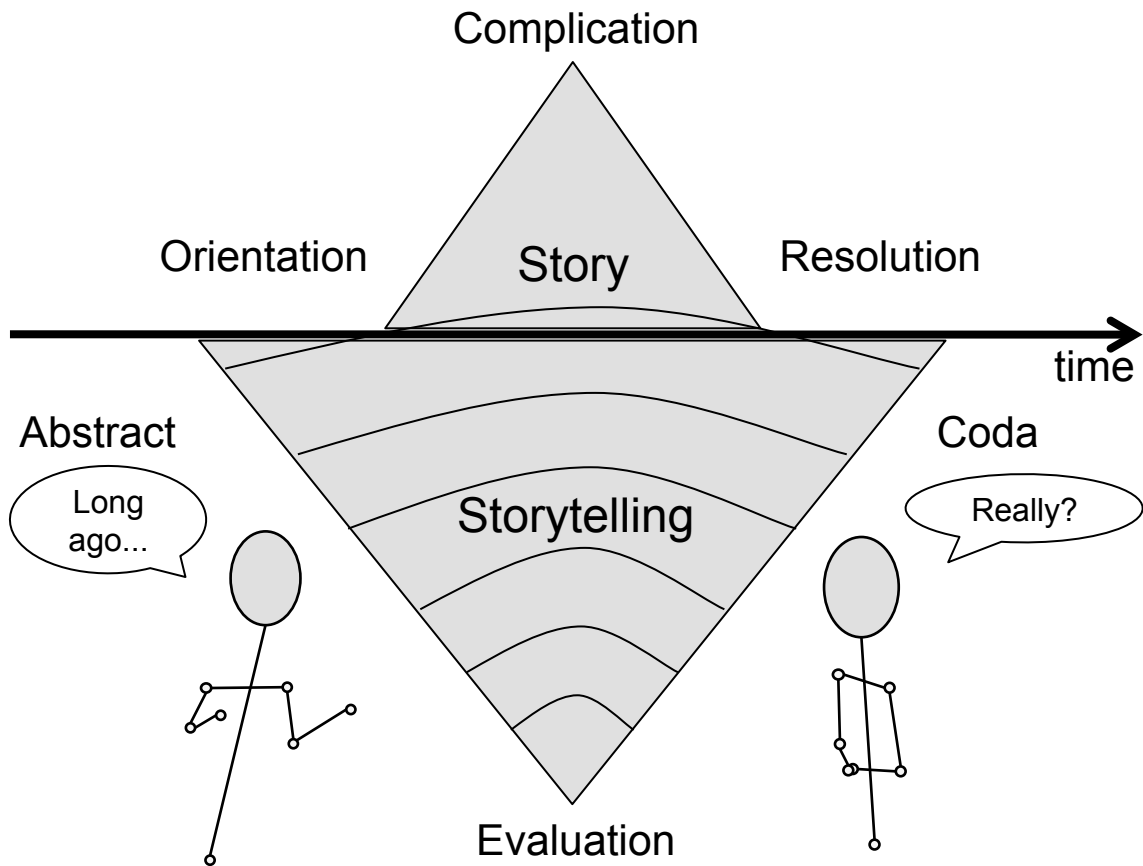
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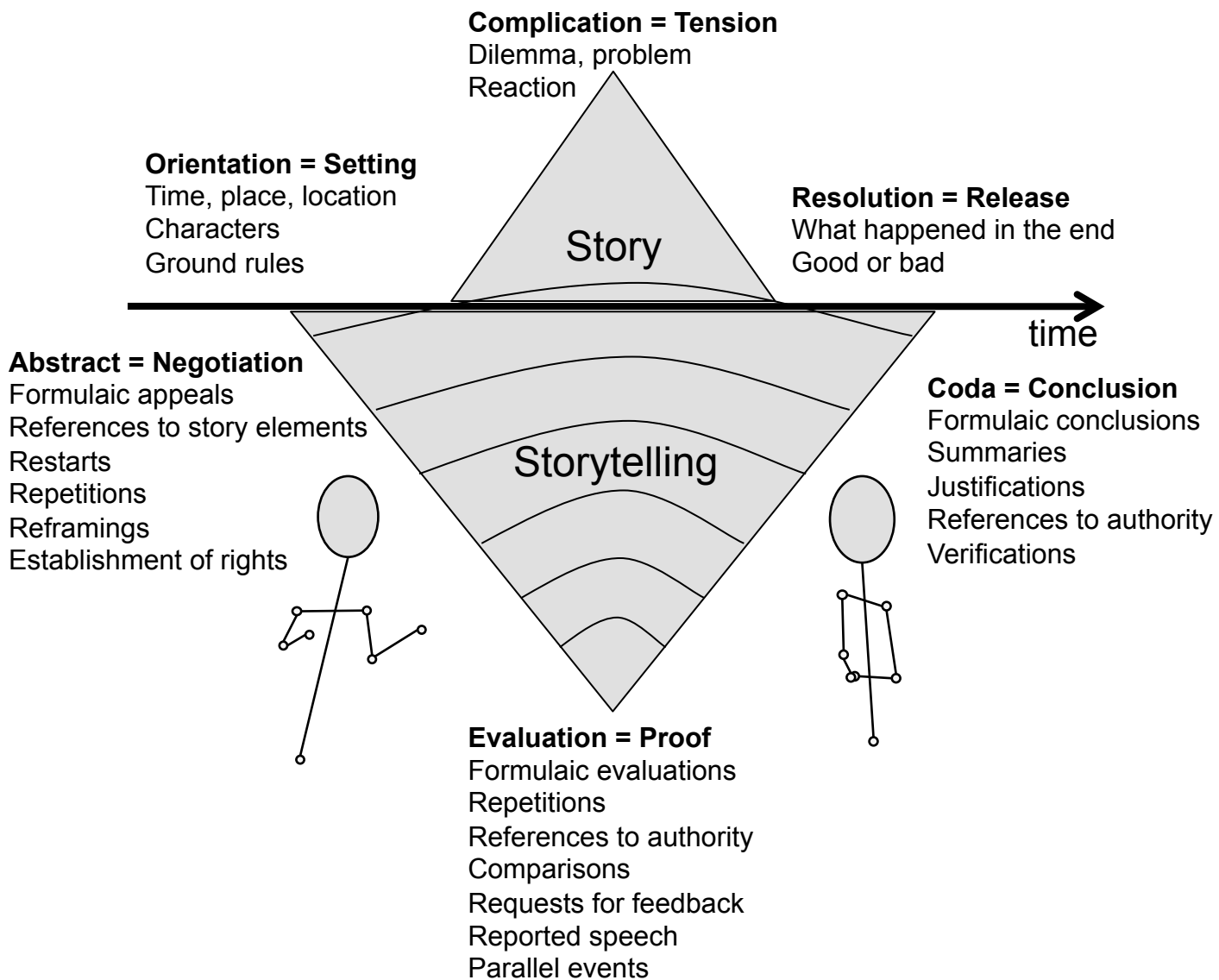












Complication

"She comes out, and she sets this
THING in front of me..."

"...could you just ASK somebody if this
is Porterhouse?"

Orientation

"We went out to dinner."
"I ordered the
Porterhouse."

Resolution

"...she comes back with the bill... it's
all scribbled out ... and of course it's
at the medallion price."

Story

time

Storytelling

Abstract = Negotiation

"I don't know what –
I've got a good story."

Coda = Conclusion

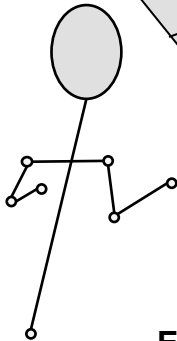
"I felt sorry for her, because
I thought there HAS to be
something in the way they
manage this business..."
"You know, THAT'S a
PORTERHOUSE!"

Evaluation = Proof

"And she says, yes, that's how we do our
Porterhouse here."

"I've never SEEN anything like that!"

"So I'm going, what is going on here?"



Complication

"...we couldn't get ANYBODY to take that wall down."

"So one night I stayed late, brought in my wrenches, and it's DOWN."

Orientation

"...they put us in cubes."

Resolution

"But ... nobody else will do it for themselves."

Story

time

Storytelling

Coda = Conclusion

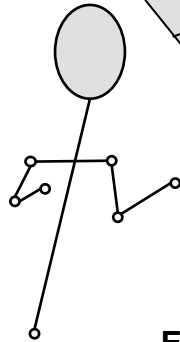
"It's incredible."

Evaluation = Proof

"...we said, eight, nine, ten, times..."

"...bucked the system, broke the rules, and got our open space back."

"...everybody who walks in says, this is NICE."



Abstract = Negotiation

Well - it's funny because - like I said - we have Dilbertsville - all cubes."

Complication

"...we're not ready to show customers. Meanwhile the market opportunity is slamming closed."
(complication goes on too long)

Orientation

"I'm in the middle of a moderately sophisticated development project...."

Audience:

And how do you get people then to wrap up?

Resolution

"... you have to say enough is enough...."

Story

time →

Storytelling

Coda = Conclusion

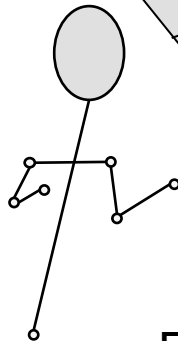
"It's a balance, there's no question about that."

Evaluation = Proof

*Audience: "It seems that the same skills that make them great developers make them lousy at understanding deadlines."
"The focus is a detriment."*

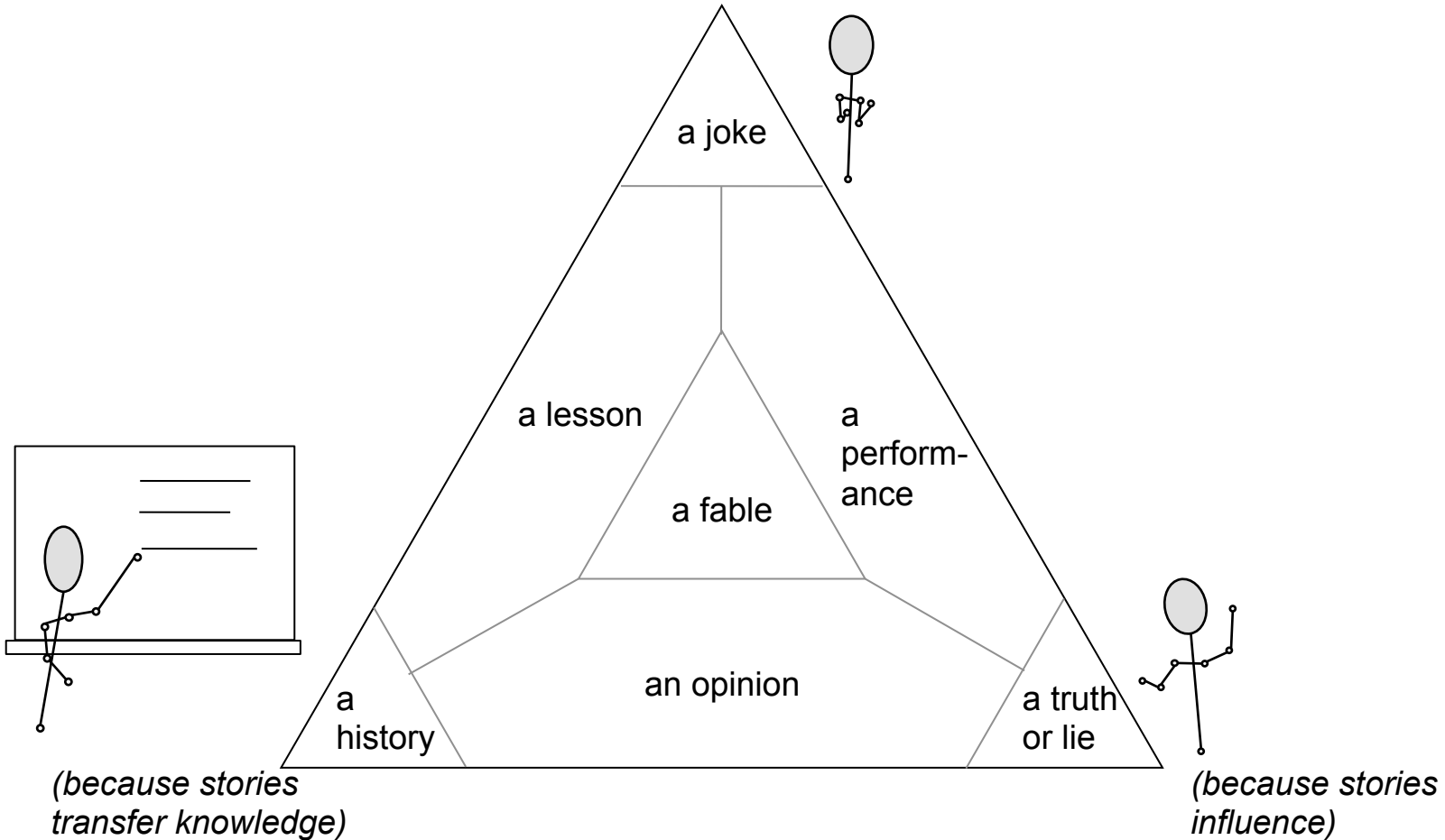
Abstract = Negotiation

(none, teller launches into orientation)



A story is ...

(because stories engage)



Synonyms of "story"

(because stories engage)

gossip, rumor,
talk about
supposed truth



explanation,
justification

indirect
representation,
storytelling

piece of
writing,
literature,
drama

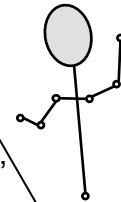
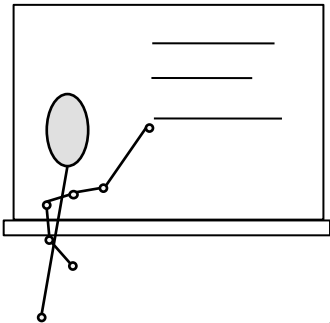
assertion of
belief or
knowledge

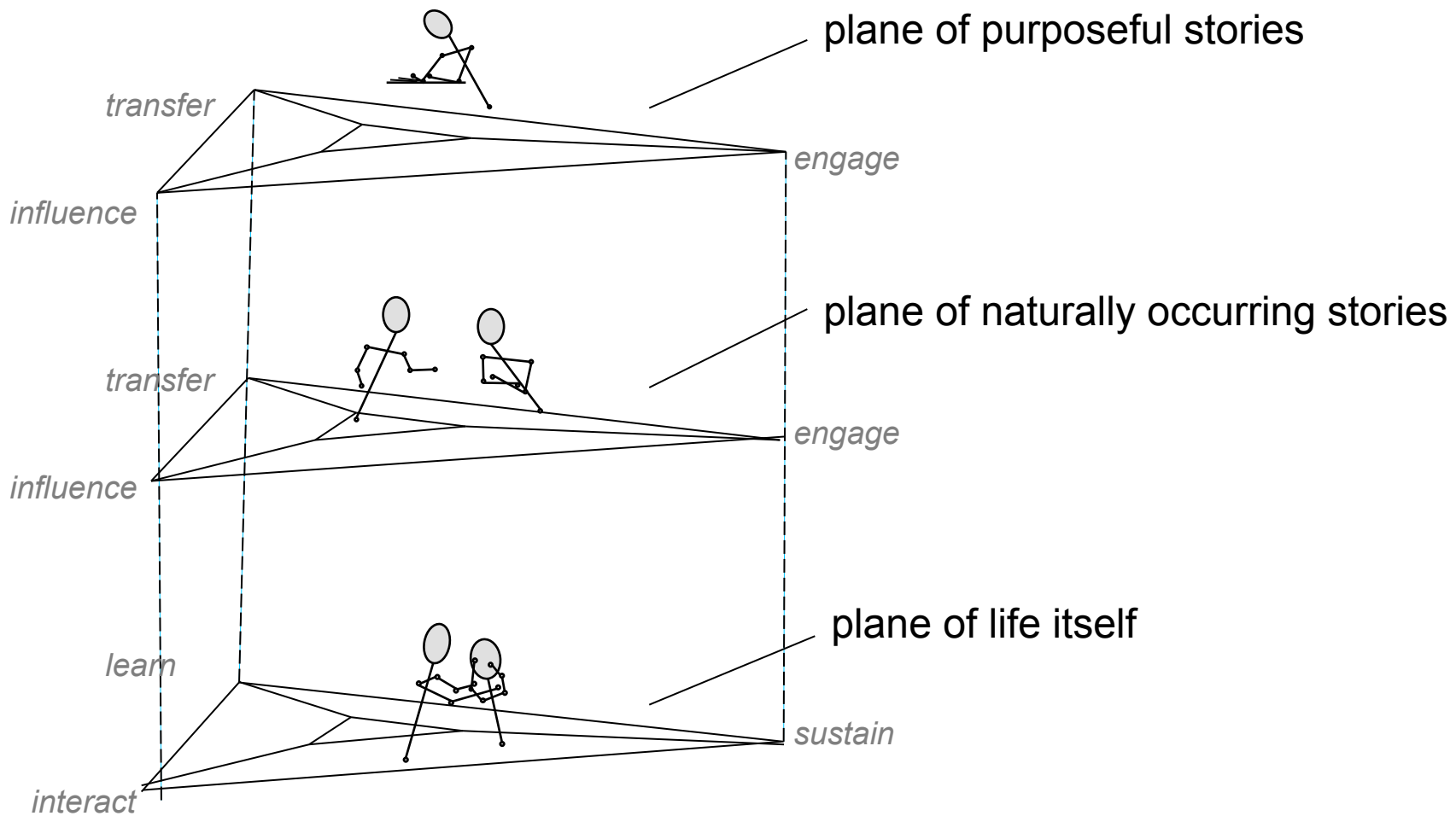
description of
past events

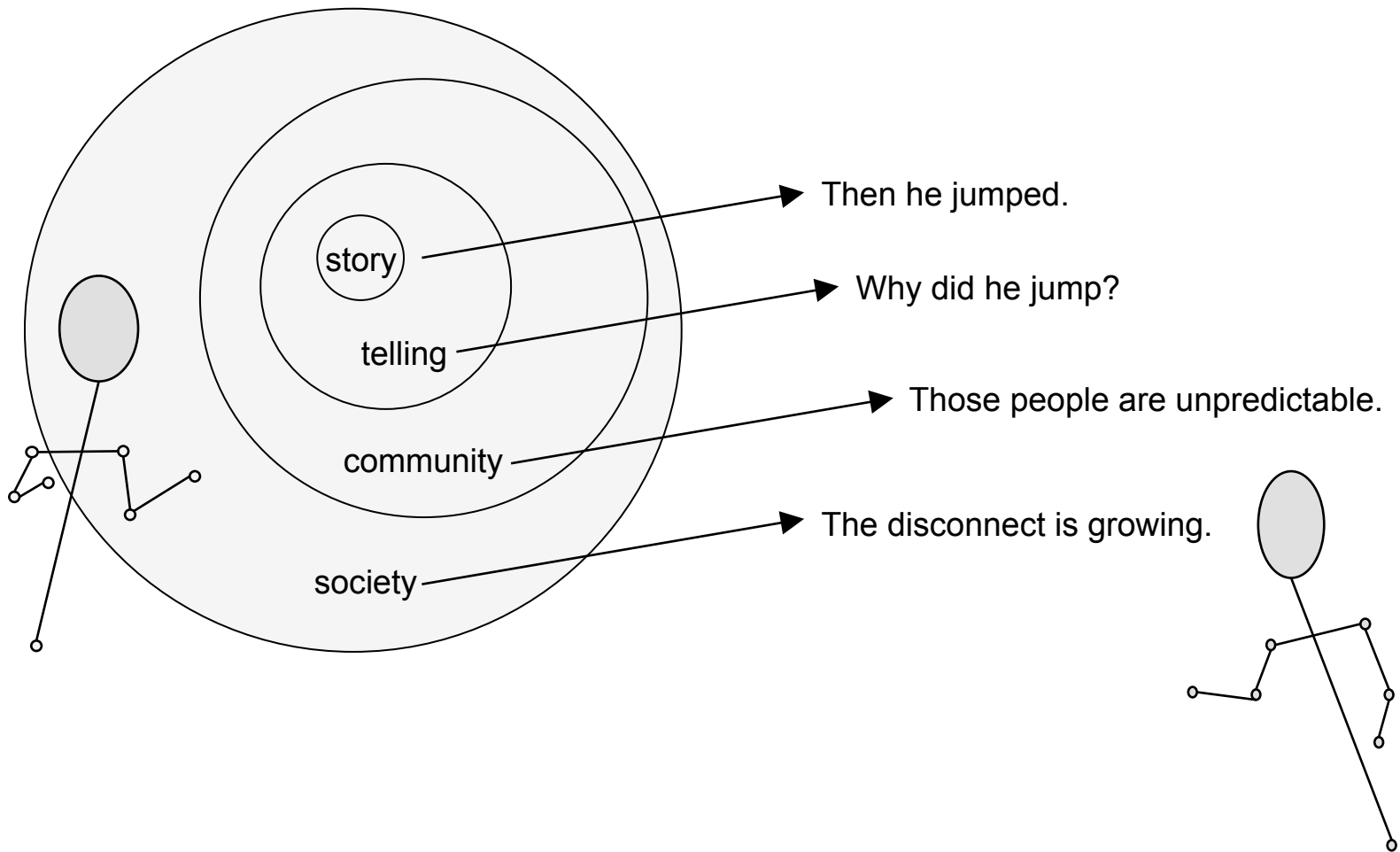
lie,
deception,
distortion

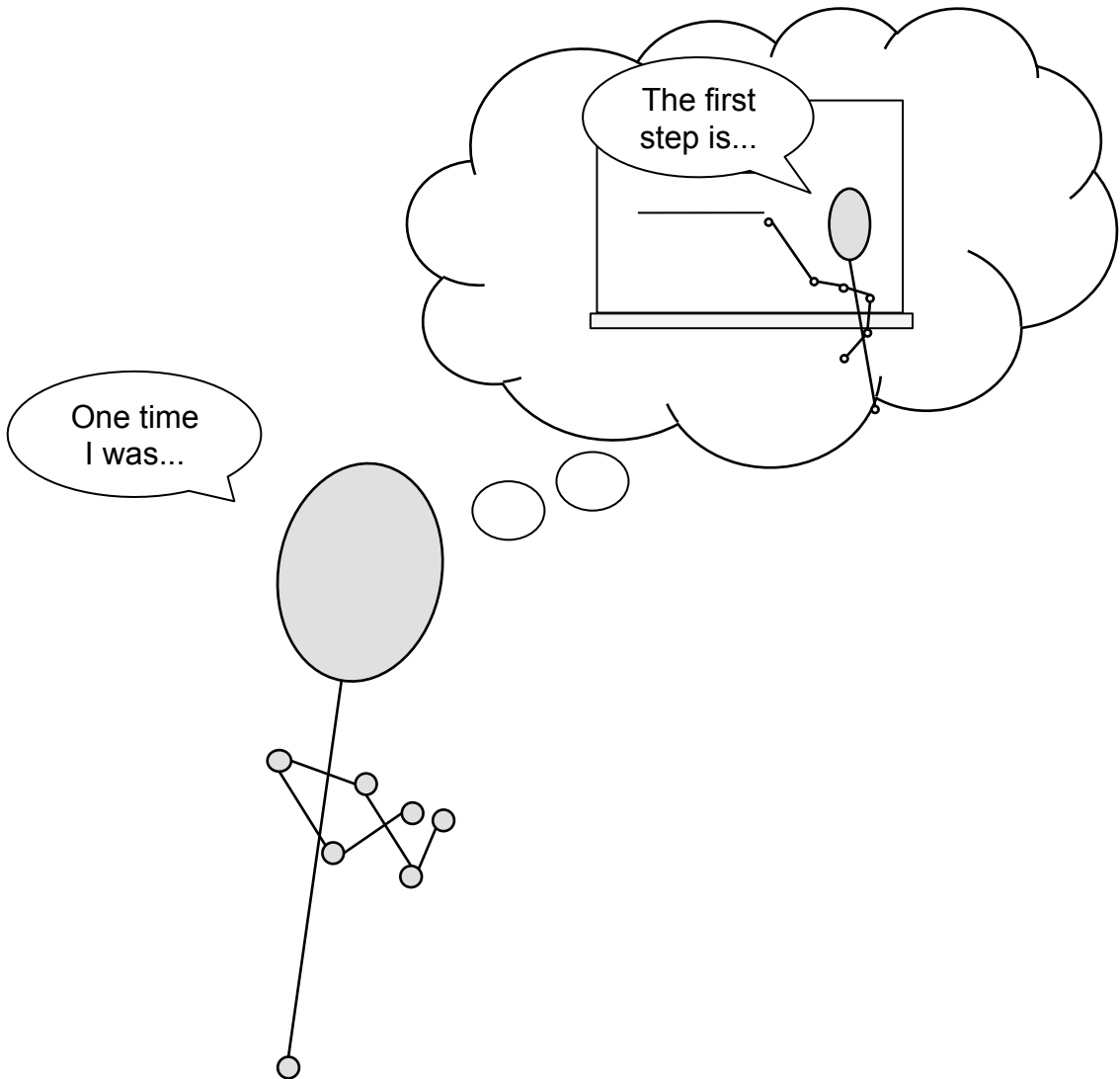
*(because stories
transfer knowledge)*

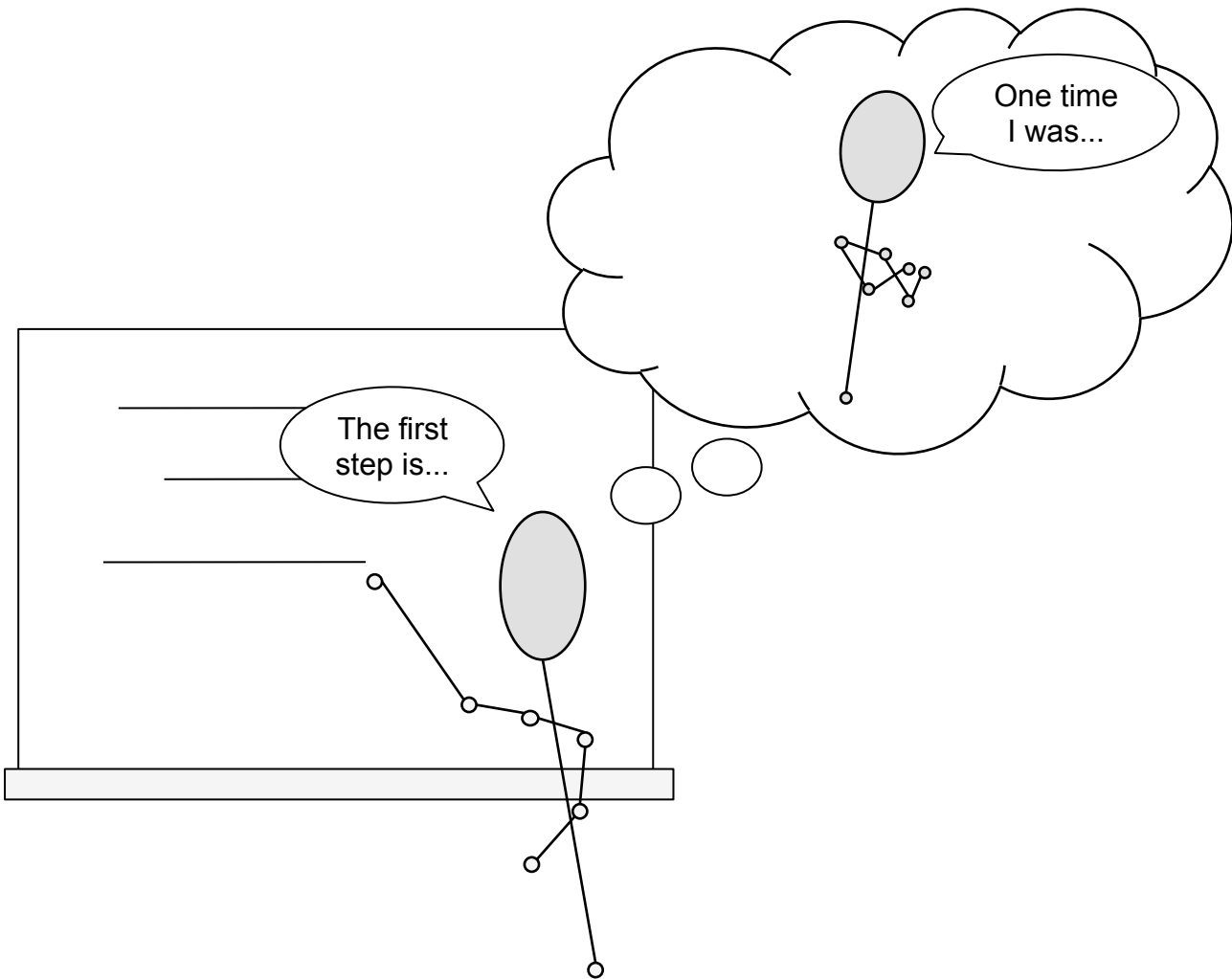
*(because stories
influence)*



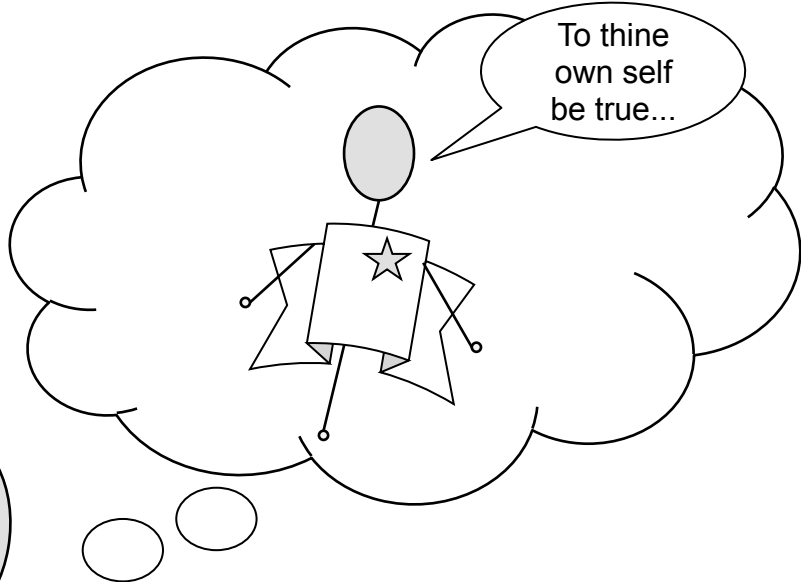
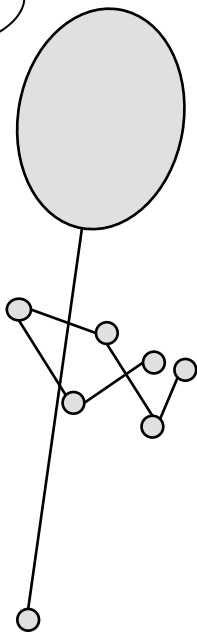








One time I
was...



To thine
own self
be true...

