

Beneficiary journey map

From whose perspective will you describe the journey?

	PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5
What are the activities the beneficiary is involved in at each of the phases?					
Ideal scenario: what does the beneficiary experience in each of the phases?					
Realistic scenario: what does the beneficiary experience in each of the phases?					
Worst scenario: what does the beneficiary experience in each of the phases?					
What can we do in each of the phases to avoid worst-case scenarios and enable realistic and even ideal scenarios?					

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