

The Short Course: Walk One Person Through It

One exercise. On your own. No book, no team, no software. Find out where a place you know will break.

The Space: _____ Date: _____

THE IDEA IN NINETY SECONDS

Every system in a room can work, and the room can still fail. The display is fine, the network is fine, the furniture is fine — and the meeting still starts twelve minutes late. The failure lives between the parts: in the handoffs between trades, between systems, and between the people who built the place and the people who run it. Call each of those handoffs a **seam**. Each side usually has an owner. The crossing usually has none — which is why it fails, and why nobody fixes it.

1. Pick one real person (2 minutes)

Not “a user.” One person: a first-time visitor, someone joining from home, a substitute teacher, a night-shift nurse, a citizen at the front desk.

The person I am walking through it: _____

2. Walk them from the door to the moment their work begins (10 minutes)

In your head or on your feet. Every time something has to pass from one part to another — one system, team, or vendor to the next — write it down. *Example in italics.*

Step In Their Visit	What Has To Hand Off	Owned On This Side By	Owned On That Side By	Who Owns The Handoff?
<i>Joins the meeting</i>	<i>Room booking → video call</i>	<i>Facilities</i>	<i>IT</i>	<i>No one</i>

From the door to working took about _____ minutes. Every blank in the last column is a failure waiting for move-in day.

3. Ask who owns the whole (5 minutes)

Who owns the whole of this place, as distinct from its parts? Name a person — not a department, a committee, or “we all do.” If the honest answer is no one, write it. That is the finding.

Owner of the whole: _____

THE FINDING · SAY IT TO ONE COLLEAGUE ON MONDAY

This place has _____ handoffs with no owner. The one most likely to fail is _____, because _____. The whole is owned by _____.

Turn the page. This walk-through was one of six questions — all six are free for thirty days, with a signed book to win — and there is a way to run it with an AI tonight.

That Was One of Six

The same walk-through is Question 3 of six questions to ask before you buy anything.

#	The Question	What It Finds
1	What is it for?	One sentence, with no products in it, and a way to measure it
2	Who is it for?	The people the design quietly assumes — and the ones it leaves out
3	Where will it break?	The handoffs nobody owns. You just ran it.
4	Can we run it?	What you can keep running on a bad week, against what the design assumes
5	How will we know?	A line from an early signal to the result the project promised
6	Will it stick?	The one new behavior, and what makes it the easy choice

The One Rule. Do not begin with the catalog. A planning conversation that starts by choosing technology that answers a question no one has asked yet.

Run It With an AI

Prefer to think out loud? Paste this into any AI assistant, fill in the brackets, and let it walk you through the same exercise. It asks; you answer; the finding is still yours.

COPY THIS PROMPT:

I want to find the weak points in a space before the people using it do. The space is **[describe it]**. The person I am walking through it is **[who they are and what they came to do]**. Walk with me from the moment they arrive to the moment their work begins. At each step, ask me what has to be handed off from one part to another — one system, team, or vendor to the next — and who owns each side. Do not suggest products. When we finish, list every handoff with no clear owner, then ask me who owns the whole of this space.

Go Further

All six questions, free for 30 days. For NEXXT FFORWARD attendees only, each question is a single sheet you can run tomorrow with your team, with a facilitator's guide on the back for whoever leads the room.

Download @ laquilan.com/fforward

Download code: FFBUILDINGBEYOND



Win a signed copy. Everyone who downloads the six is entered to **win one of ten autographed copies of the book** — and you can tell us what you found while you are there. No purchase necessary; rules on the download page.

The Book. *Building Beyond: Human Experience and the Future of the Built Environment*, by Craig Park, with a foreword by Byron Tarry. Coming this fall. Readers get the full three-part Workbook free — the Six Questions, the Facilitator's Guide, and the Chapter Companion.

Put it to work. Craig Park and Byron Tarry work with organizations to take a real project through all six. craigpark.com / nexxtnow.com

