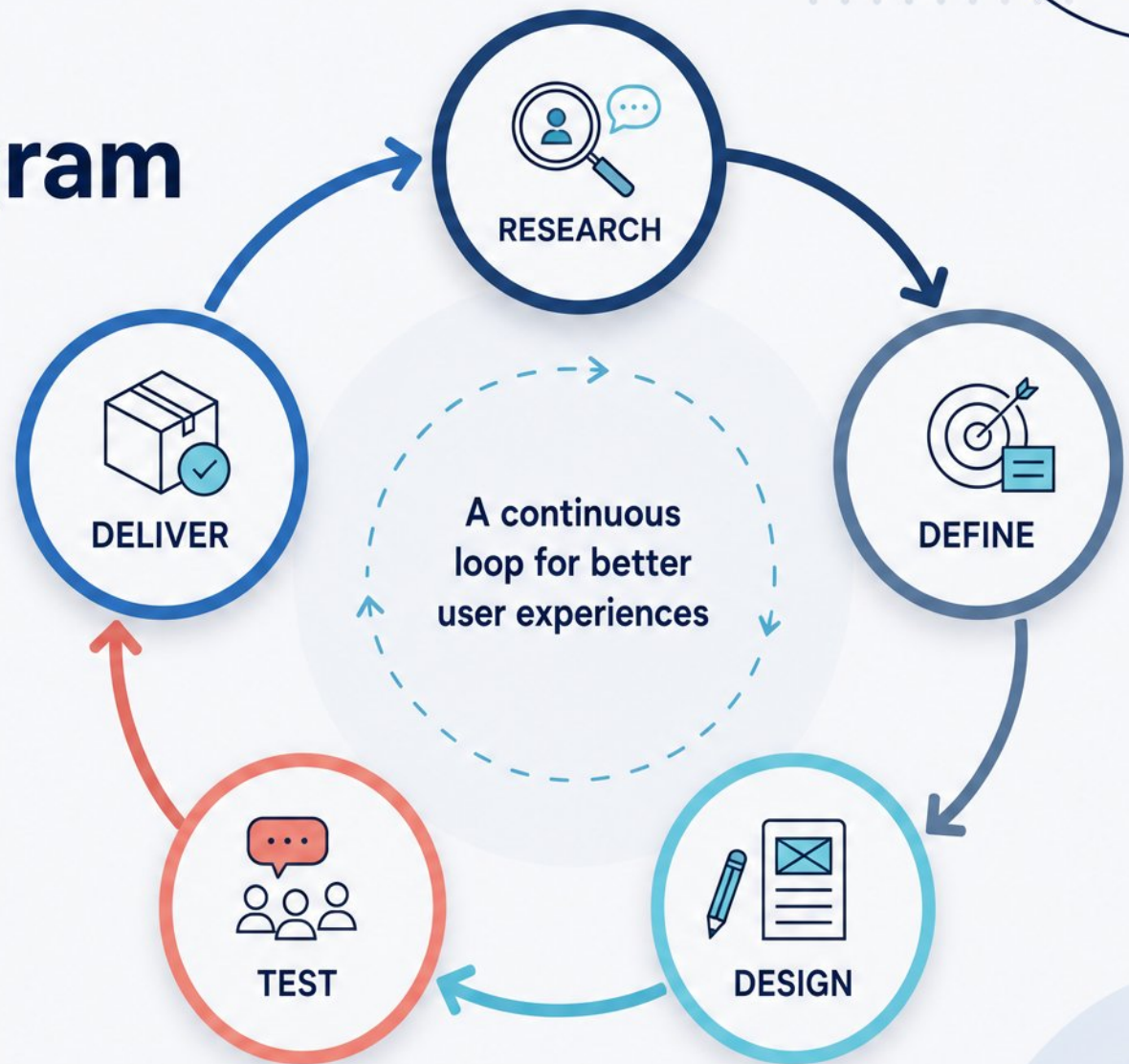


UX Design Process Diagram

- Visual map of UX stages: research, define, design, test, deliver
- Aligns teams and stakeholders around a shared workflow
- Supports clear communication and early risk identification
- Used by UX designers, PMs, and developers in product development



Core Concepts and Terminology

- User research, personas, journey maps, wireframes, prototypes, and usability testing are key terms
- Process diagrams map workflows; journey maps capture experiences; flowcharts show task logic
- Process diagrams differ from journey maps and flowcharts in scope and purpose
- Representations vary: linear, iterative, or non-linear
- Precise vocabulary matters more than polish



Why Process Diagrams Matter



- ▶ Visual diagrams improve stakeholder communication and align teams



- ▶ "Universal language" clarifies process, decisions, and dependencies



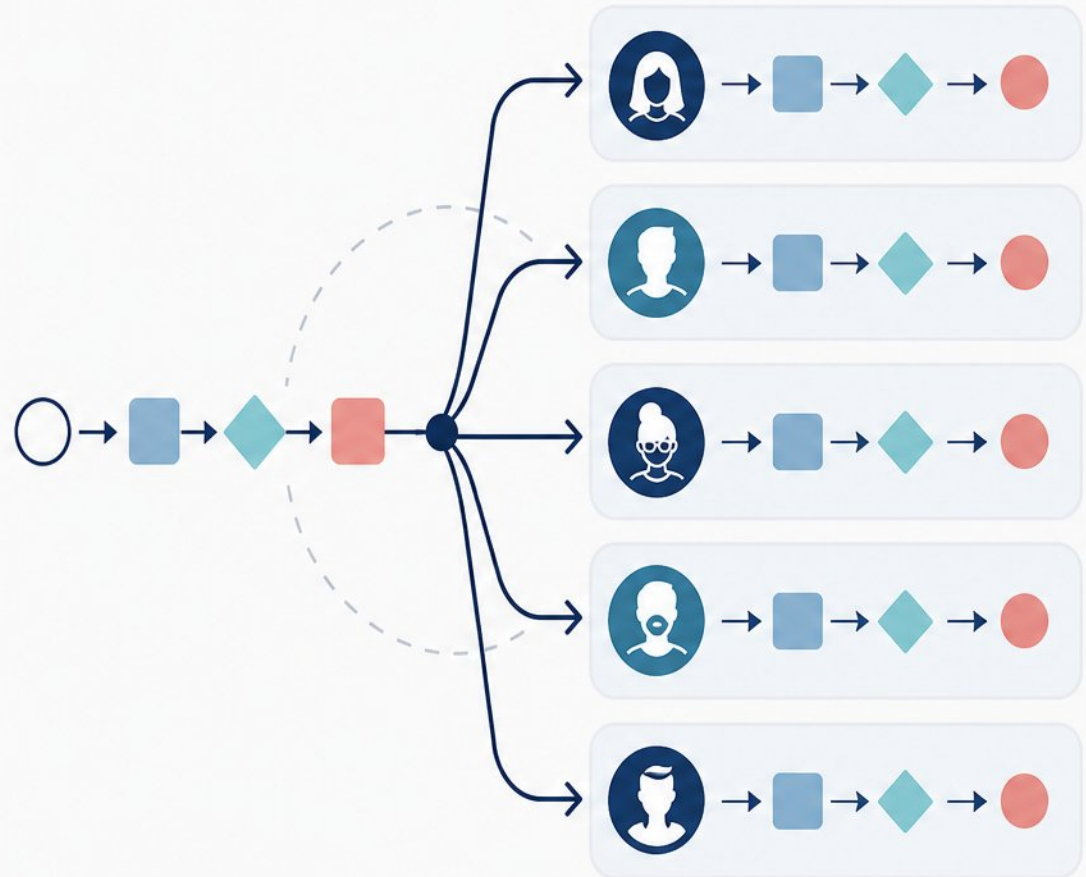
- ▶ Visualizing helps identify issues early, reducing risk



- ▶ Diagrams speed up onboarding for new team members

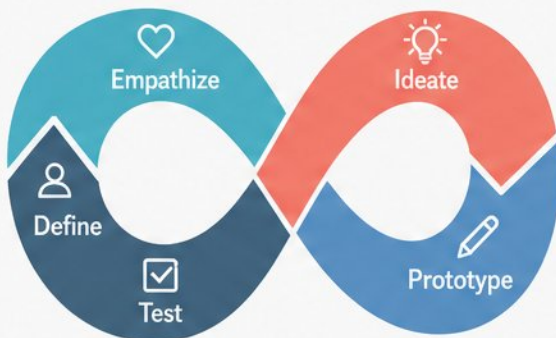


- ▶ Process visualization prevents misalignment and saves project time



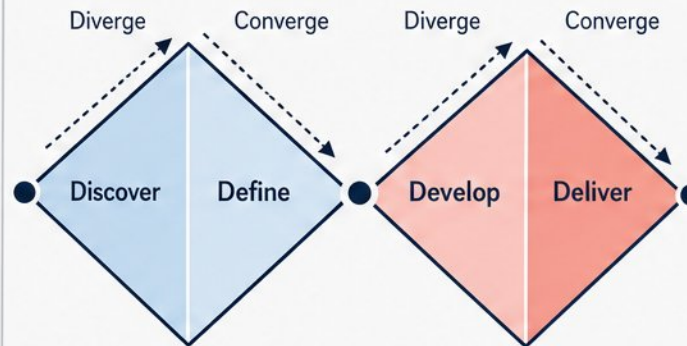
Common Models and Frameworks

Design Thinking



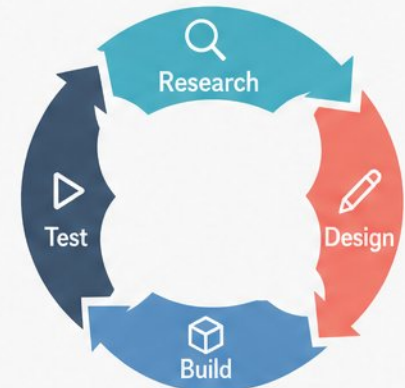
Human-centered problem solving

Double Diamond



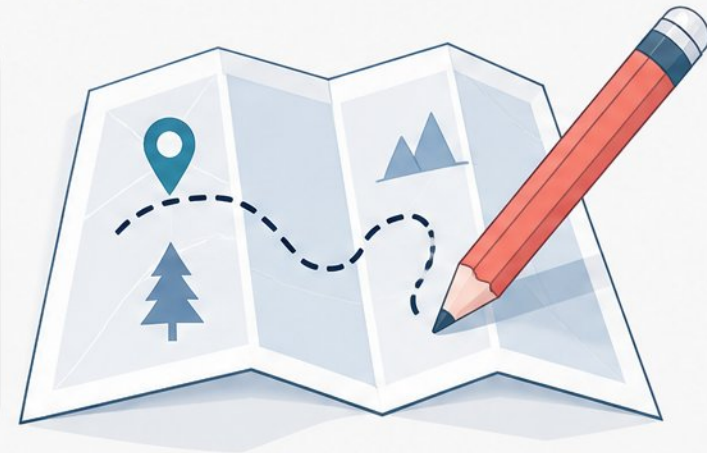
Structured divergence and convergence

Lean UX



Iterate quickly, learn continuously

- Design Thinking emphasizes empathy and innovation
- Double Diamond: structured divergence and convergence
- Lean UX: rapid, iterative MVP testing in agile teams
- Design Thinking is mindset; Double Diamond is structure
- Choose based on problem clarity and team context



Typical Workflow Stages



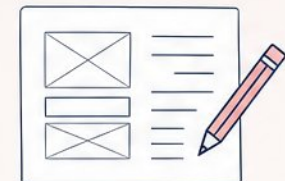
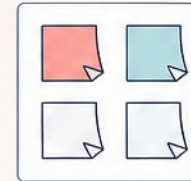
- **Research:** user interviews, surveys, competitive analysis



- **Define:** problem framing, personas, journey maps



- **Ideate:** brainstorming and concept exploration



- **Prototype:** wireframes to high-fidelity mockups



- **Test:** usability testing, iterate, hand off



How to Read a UX Process Diagram



- Common symbols: rectangles for actions, diamonds for decisions



- Arrows show flow direction; loops signal iteration and feedback



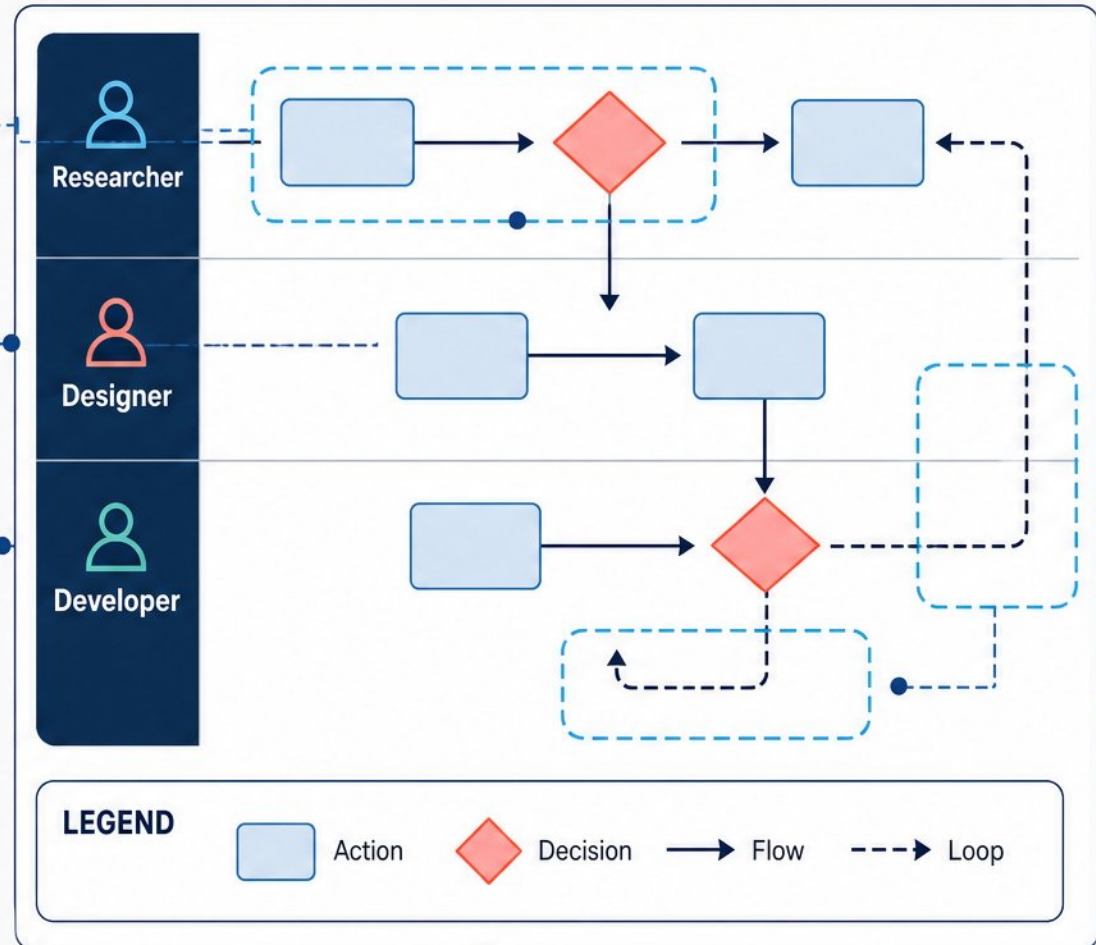
- Swimlanes clarify roles and responsibilities across stages



- Icons and legends make diagrams scannable and consistent

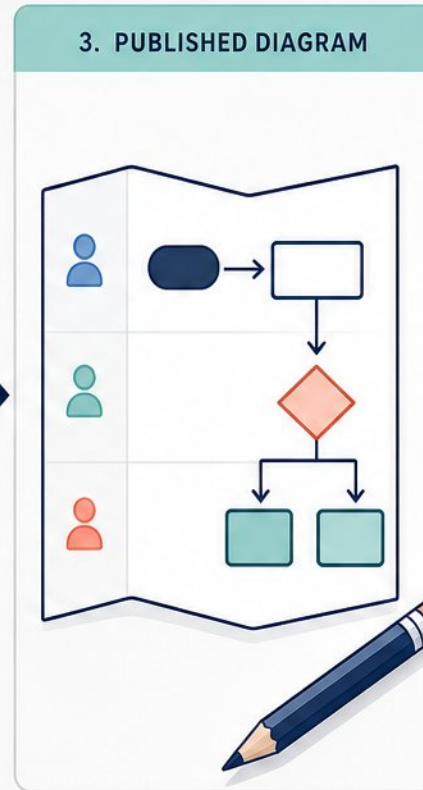
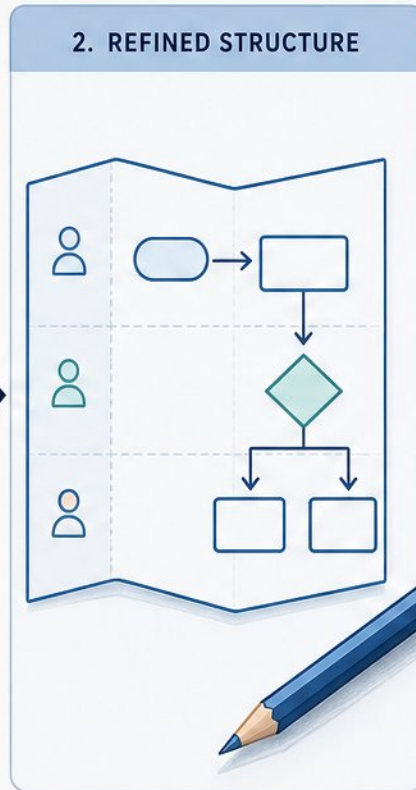
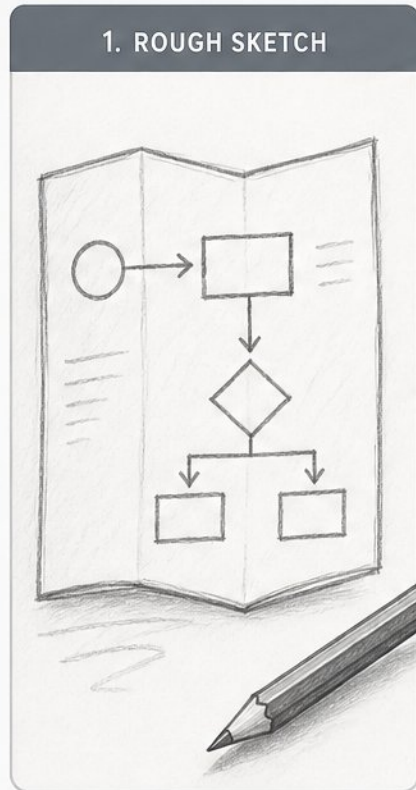


- Diagrams map ideal flow, but real practice often loops back



Use these cues to quickly grasp meaning, roles, and how the process moves forward—or back.

How to Create a UX Process Diagram



- Match diagram detail to your audience's needs



- Use swimlane, linear, cyclical, or hybrid layouts



- Define stages, roles, and decision points clearly



- Flow from rough sketch to validated diagram



- Standard tools: Lucidchart, FigJam, and Miro

Best Practices for Clarity and Consistency



- Keep diagrams simple and scannable



- Use consistent shapes, labels, and legends



- Map the real process, not the ideal one



- Mark review and approval points explicitly



- Tailor detail to stakeholders' needs

SYMBOL LIBRARY

Flow Shapes



Events & Decisions



Connectors



LEGEND



Process Step



Subprocess



Decision



Start / End



Intermediate Event



Review / Approval



Flow



Alternate Flow



Exception Flow

ANNOTATED ARTIFACT STACK



Process Diagram

Detailed Flow

Supporting Notes

Reviews & Approvals

Common Mistakes and How to Avoid Them



- Overcomplicating diagrams with too many stages or arrows



- Mixing process diagrams with journey maps or user flows



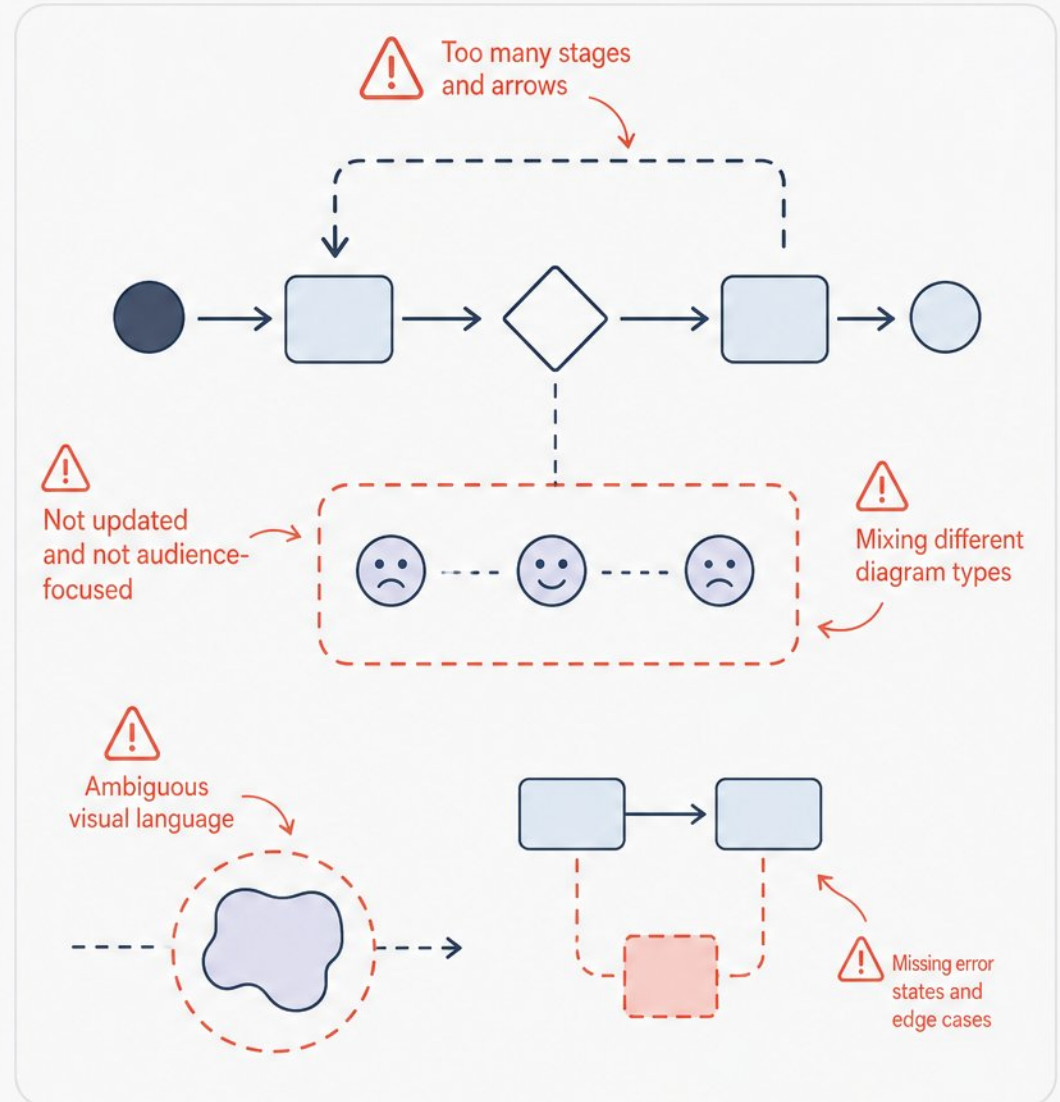
- Ignoring audience needs and failing to update diagrams



- Avoiding misleading or ambiguous visual language



- Map only the happy path; include error states and edge cases



Practical Strategies for Your Team



- Adapt diagram detail to team size and maturity



- Treat process maps as living artifacts



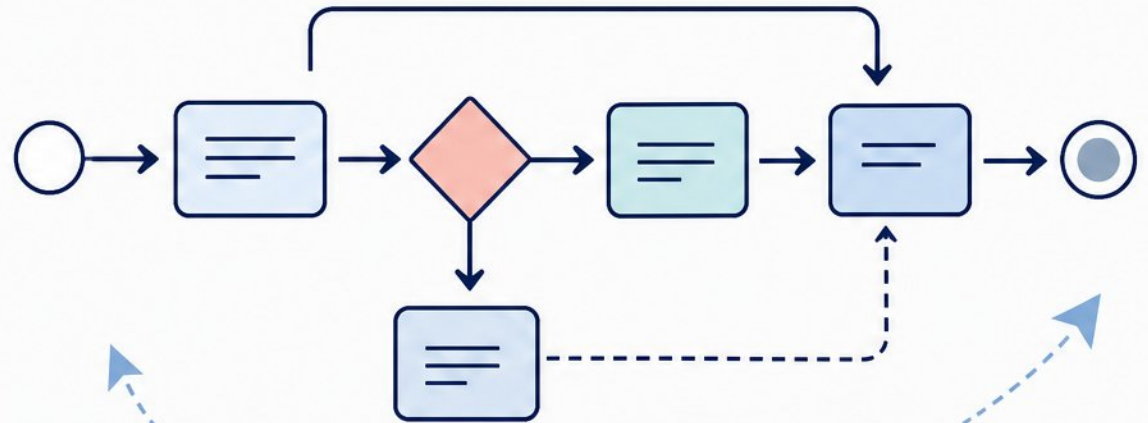
- Use diagrams in design reviews and stakeholder meetings



- Combine them with journey maps and user flows

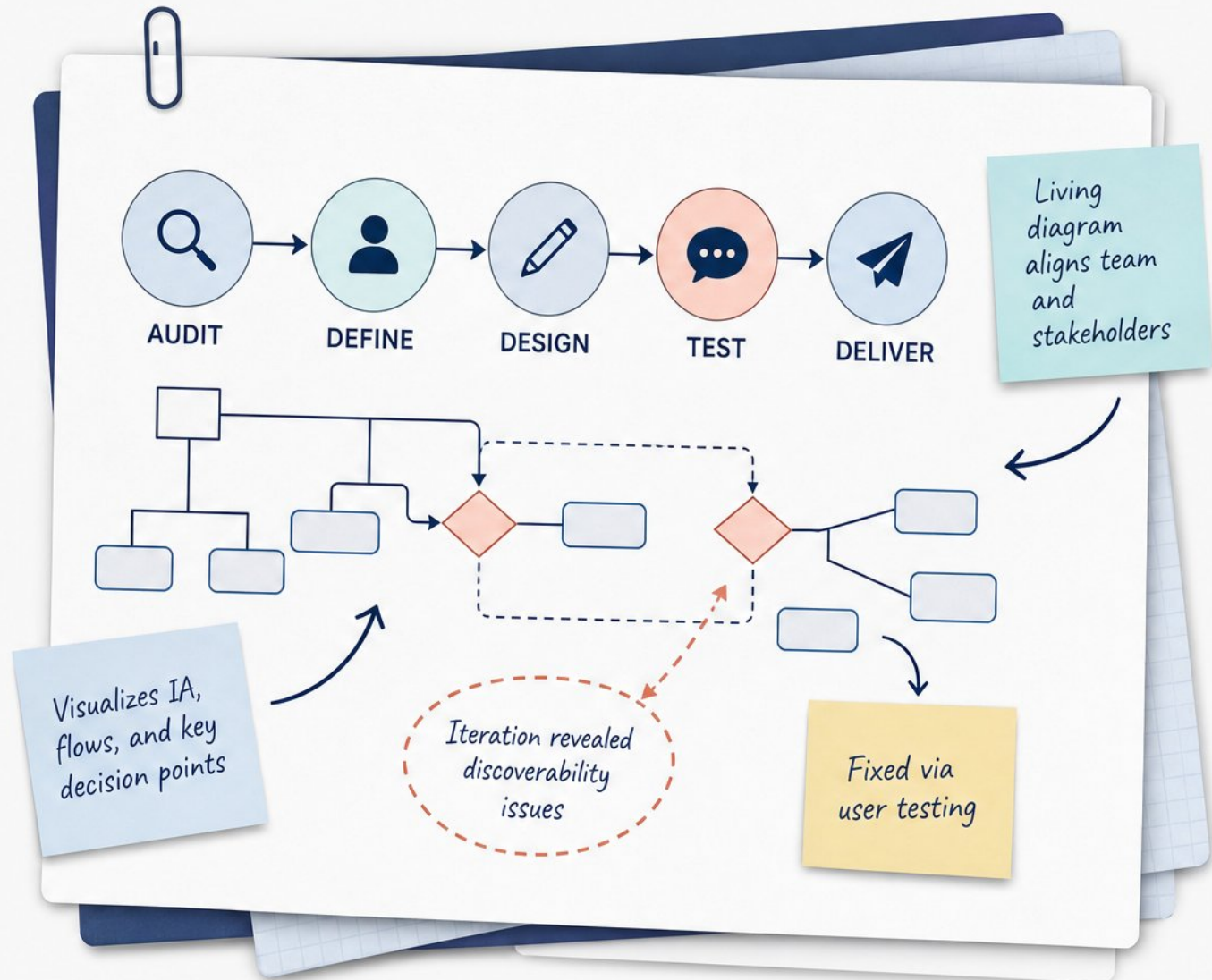


- Version diagrams and keep them up to date



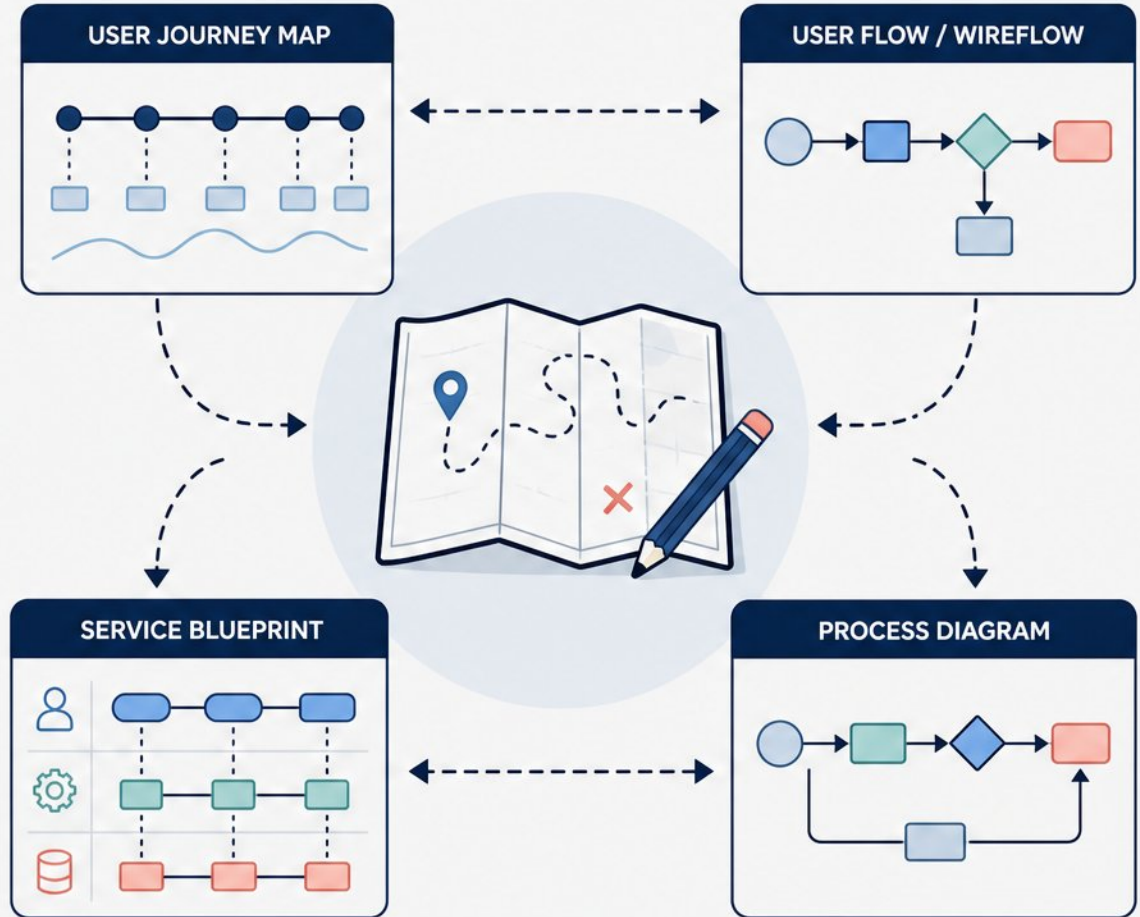
Case Study: A Real-World UX Process Diagram

- Website redesign project: audit, define, design, test, deliver
- Research phase: UX audit, personas, and pain points identified
- Diagram visualized IA, flows, and key decision points
- Iteration revealed discoverability issues, fixed via user testing
- Living diagram aligned team and stakeholders throughout



Integrating Diagrams with UX Documentation

- User journeys show broad experience; user flows detail product tasks
- Wireflows combine screens and flow logic for functional views
- Service blueprints connect customer actions to backend operations
- Pair journey maps with flows to link strategy and execution
- Combine process diagrams with research findings and design specs



Building Your First Diagram



- Start with a clear goal and identify your user



- Scope tightly: one goal, one entry point, one persona



- Map the happy path first, then add decisions and edge cases

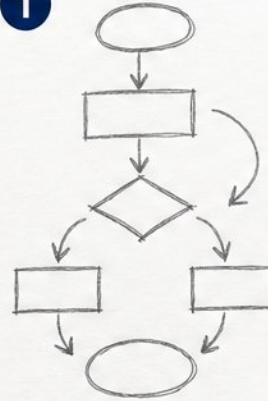


- Sketch rough, refine with team feedback, then polish



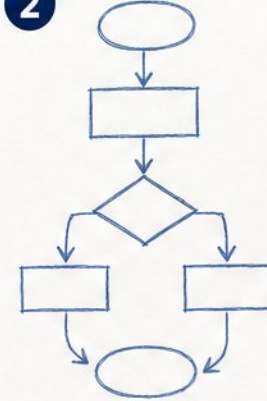
- Keep it simple: ovals for start/end, rectangles for steps, diamonds for decisions

1



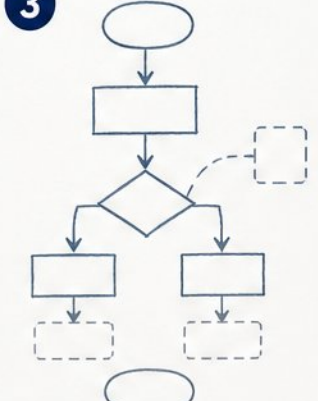
Rough idea

2



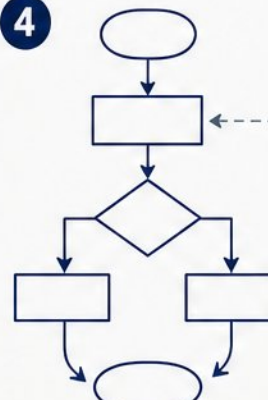
Add structure

3



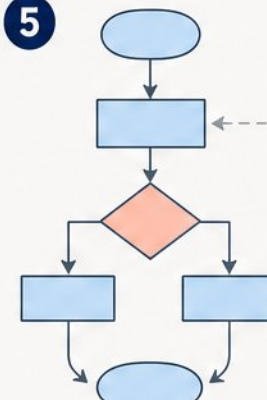
Add decisions and edge cases

4



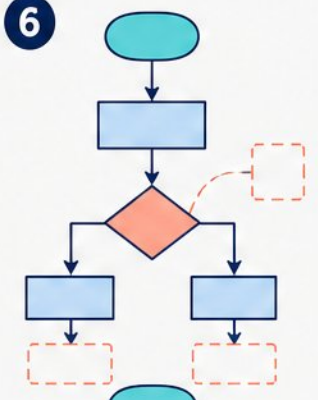
Refine with feedback

5



Polish the flow

6



Clear, simple, communicable

Key Takeaways and Next Steps

- ✓ Diagrams align teams and reduce design risk
- ✓ Reuse core stages: research, define, design, test
- ✓ Start simple, map the real process, iterate with feedback
- ✓ Avoid overcomplicating; keep diagrams clear and current
- ✓ Practice: sketch a process diagram for your current project



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