

## 04 / YOUR ROLE

Now that you know what's available, where you can go, and how you can ask questions, your role is to get the most of the resources available to you. This does **NOT** mean you have to use everything available to you. It **DOES** mean you have to know what you would like to get out of your experience. It could be as practical as finishing a certain project on time, or as challenging as becoming a proficient graphic designer able to work in different styles, **questions** will bring you closer to the answers. If you lack this awareness don't worry. We can offer you a ready made goal to help you practice, finish the work in this text. Practice itself is a good teacher. Now that you know the importance of asking questions we will focus our attention on helping you retain the answers.

### DIY MANUAL

Tools change quickly but the strategy we will learn in this exercise will stay relevant while helping you adapt to change. It is designed to solve the problem of losing information in notes attached to a specific class. It does not take much to set up, but it does depend on your ability to keep using it. Good luck.

#### YOU WILL NEED:

- A system for taking notes (paper works best, but if you have your own computer or tablet, digital may work too).

#### STEPS:

1. Think about the locations available to you on campus. What kind of tools (software or hardware) do they offer that interest you? Make a list of the tools you need or would like to use.
2. Think about what kind of skills would it take to use those tools well. Make a list of the techniques necessary to use those tools. If you want you can also

use your Lynda.com playlist to generate ideas, but try to make sure the list is manageable, five or six items. It might look like this:

- PHOTOSHOP | Tool
- PHOTOGRAPHY | Technique
- DESIGN | Technique

3. Use your preferred way of taking notes to create **ONE** document **FOR EACH** tool or techniques on your list. If you are using paper make sure that each starts on a separate piece.

Whatever system you choose make sure it is something simple enough that you can add to it quickly and easy for your to find.

Now as you learn a tip, find an interesting resource or think of a question related to your interests you have a place ready for it to go. Instead of having to dig through pages of notes to find a small piece of information you can accumulate the questions, insights and tips you find along the way. Most people have never

read a manual, but with this technique you will eventually write one..

## TROUBLESHOOTING & TRIGGERS

Mastering anything involves balancing learning with troubleshooting. LEARNING exposes you to new information while TROUBLESHOOTING tries to solve an immediate problem. We're going to focus a bit of learning on the process of troubleshooting by offering a single tip and a tool that works similar to the DIY manual documents you just set up.

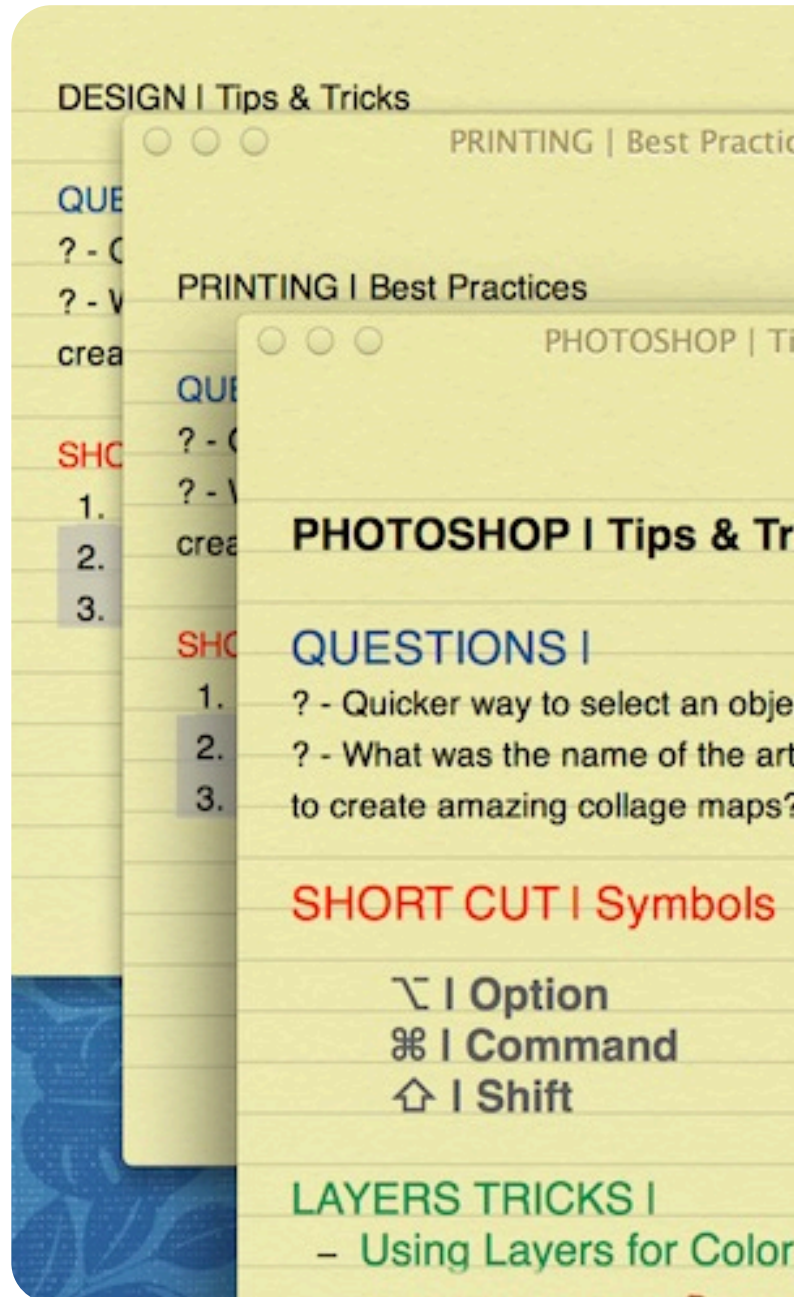
### WORK BACKWARDS

This is the single most important thing you can do in troubleshooting. Do **NOT** try to start at the beginning, you will only forget the details of what just happened. Starting with what just happened will often help you recall more information provided you go step by step. It also gives someone providing you help a chance to recognize the problem quickly, saving both of you time.

The more you go through this the more you will notice patterns. If a solution has steps that are easy to miss you can use a TRIGGER to help you remember.

### TRIGGER

A list of basic questions designed to help walk someone through a problem or process. For example a photographer



*DIY MANUAL pages made with Apple notes which can be updated on a phone or the computer.*

might have a simple trigger for camera settings: 1) Set ISO, 2) Set Shutter Speed, 3) Adjust Aperture, etc.