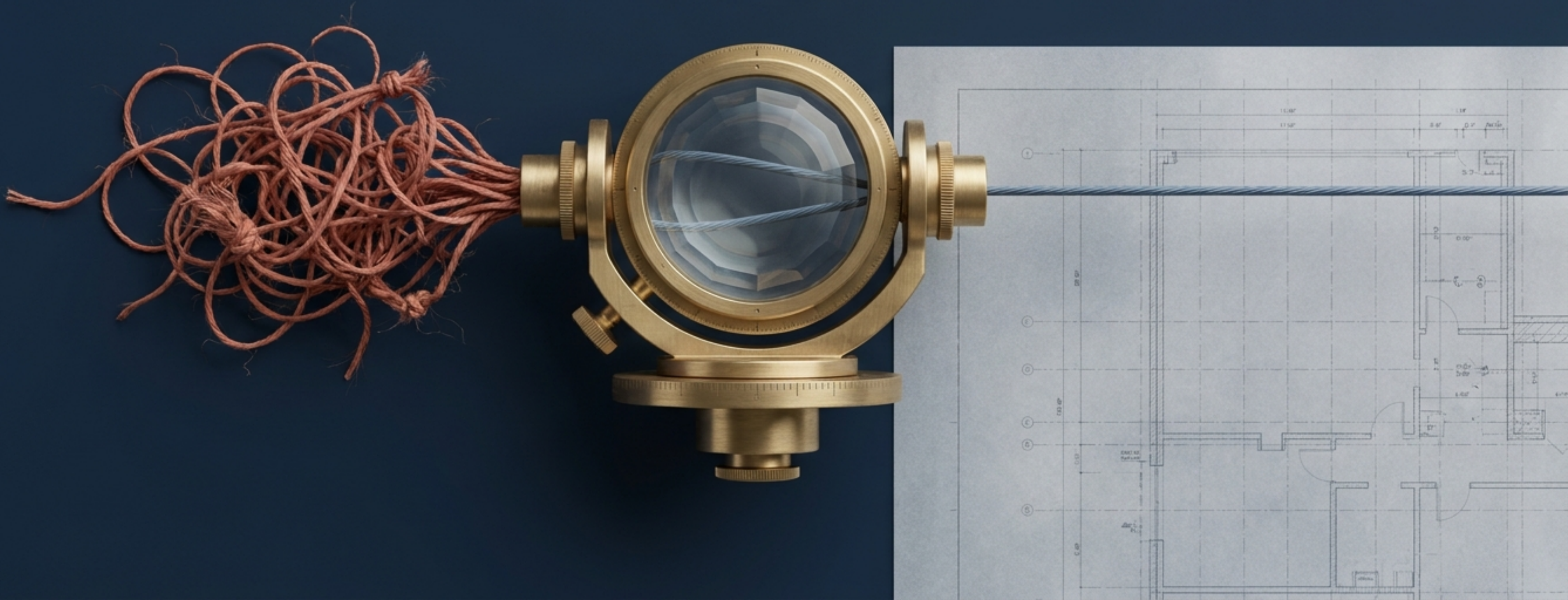


The Architecture of Conversation

15 Rules for Refining Domain Storytelling Meetings into Precise System Blueprints

The 6:Architect's Guide



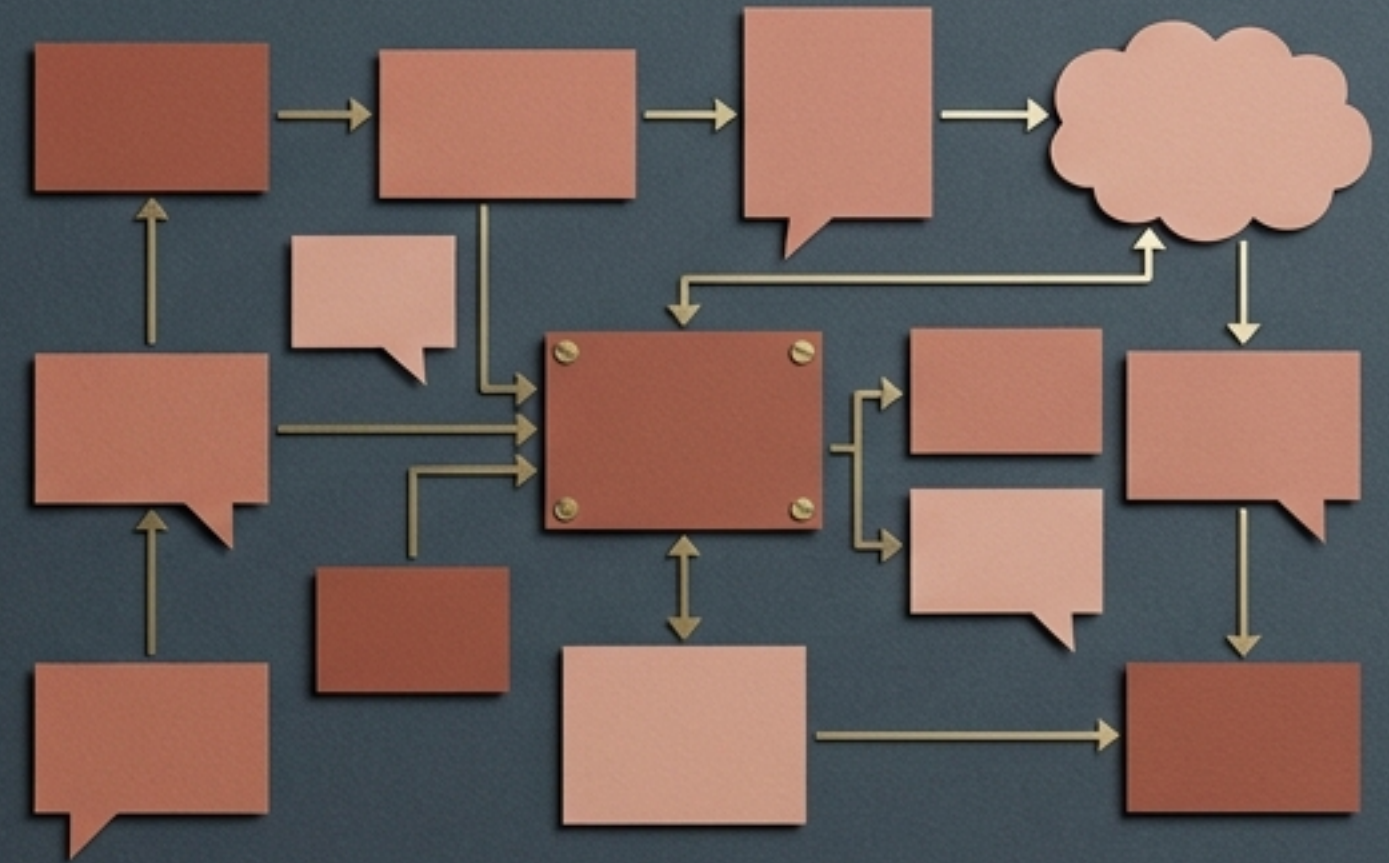
Human Speech is Messy. Software Logic is Strict.



Usually we receive
different kinds of
requests...

The Goal:

Speak in exact parameters,
defined actors, and sequential logic.



Every word spoken is
transcribed directly into a
Domain Storytelling diagram.
We cannot map ambiguity.

Isolate One Specific, Present-Day Scenario

Rule 1: Describe one real example. Start with the most common path.

Different kinds
of requests...

A parent requests
a Vietnamese
interpreter for an
ARD meeting.

Rule 9: Do not mix what happens today with what should happen in the future.

The future
application
inte

Rule 13: Avoid designing the solution too early. Focus purely on understanding current operations.

Bracket the Story with Absolute Triggers



The Trigger

- What triggers the process?
Who begins it?
- Example: The campus submits an interpreter request.



The Black Box

- The exact steps we are about to map.



The Result

- What tells us the process is complete?
- Example: The interpreter completes the meeting and the service is documented.

Rule 2: Never begin explaining the middle without defining the exact boundaries first.

The Fundamental Unit of Work (Rule 3)



Tell the story one action at a time.
Pause before explaining the next action.
Avoid summarizing several steps in one sentence.

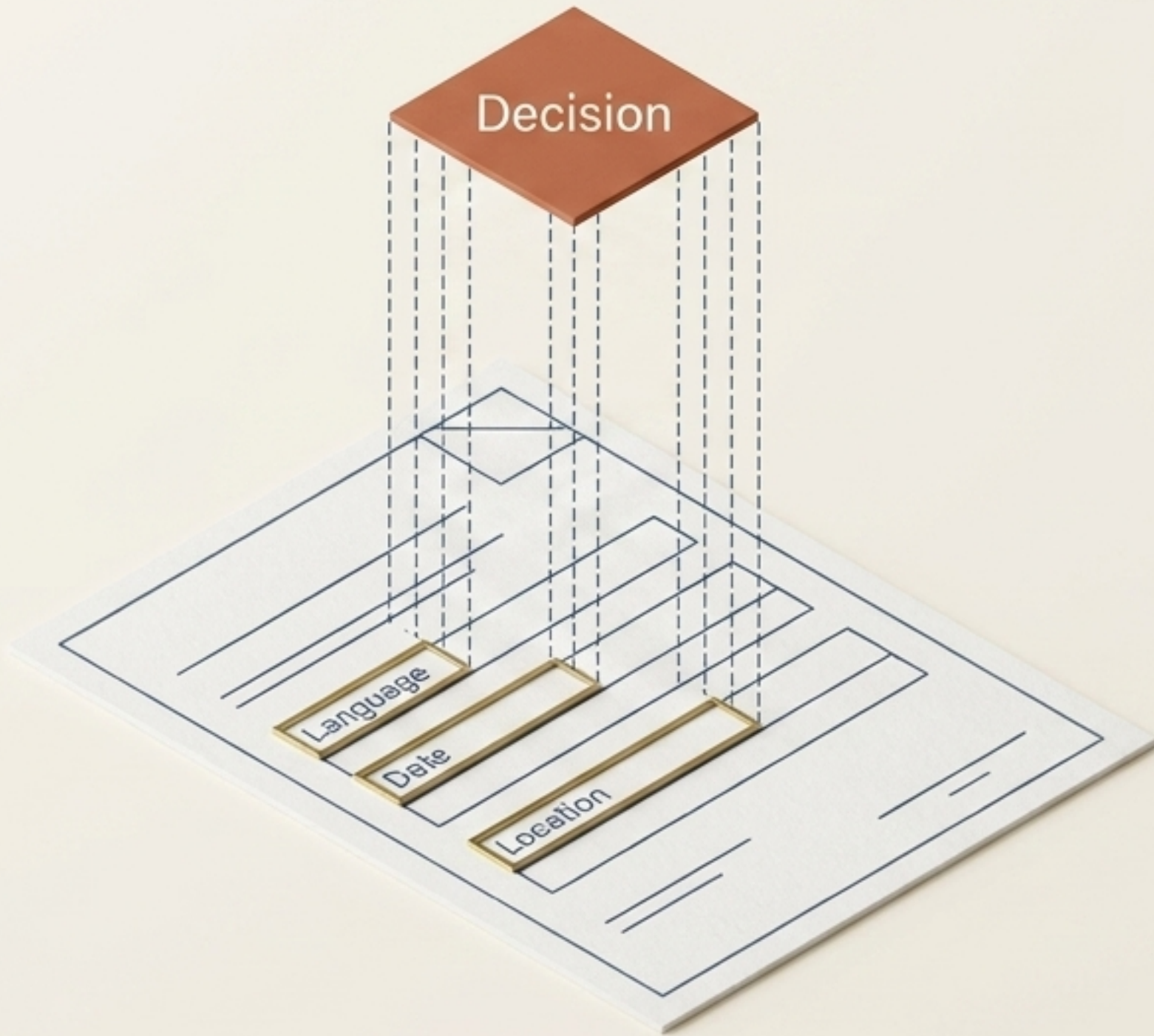
The campus secretary [Actor] sends [Action] the interpreter request [Named Item] to the language services coordinator [Recipient].

Trace the Origin of Every Decision (Rule 7)

When someone makes a decision or acts, explicitly state what information they use and where they get it.

The coordinator checks the request form to find the language, date, location, and meeting type.

- ✓ What document or system do they look at?
- ✓ How do they know what to do next?
- ✓ What rule or condition influences the decision?



The Lexicon Matrix: Purging Vague Proxies (Rules 4 & 5)

Vague Proxies

~~It gets sent.~~

~~They review it.~~

~~The system processes it.~~

~~We send the information.~~

Architectural Precision

The campus secretary sends the request.

The language services coordinator reviews the request.

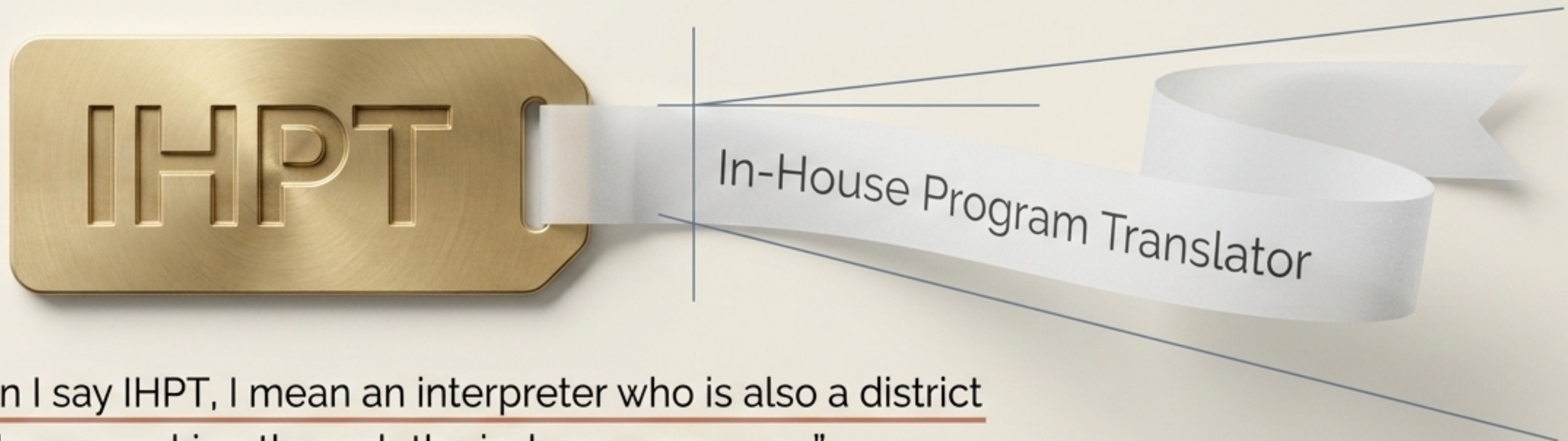
The scheduling system sends the confirmation.

We send the student record and the invoice.

An actor may be a person, group, department, or software system. Distinguish items by exact name; never just call it 'the document'.

Preserve the Organizational Dialect (Rule 6)

Use normal business terms, even abbreviations. Do not replace the organization's language with technical/software terminology unless genuinely used by the staff.

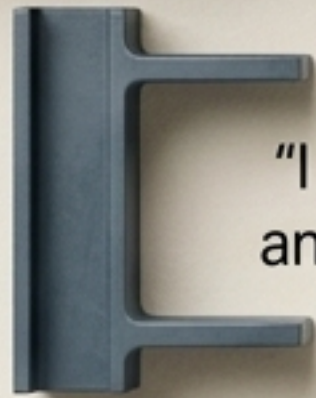


"When I say IHPT, I mean an interpreter who is also a district employee working through the in-house program."

When a term could be misunderstood, explain it briefly for the transcript, but keep using it.

Map the Flow in Strict Chronology (Rule 8)

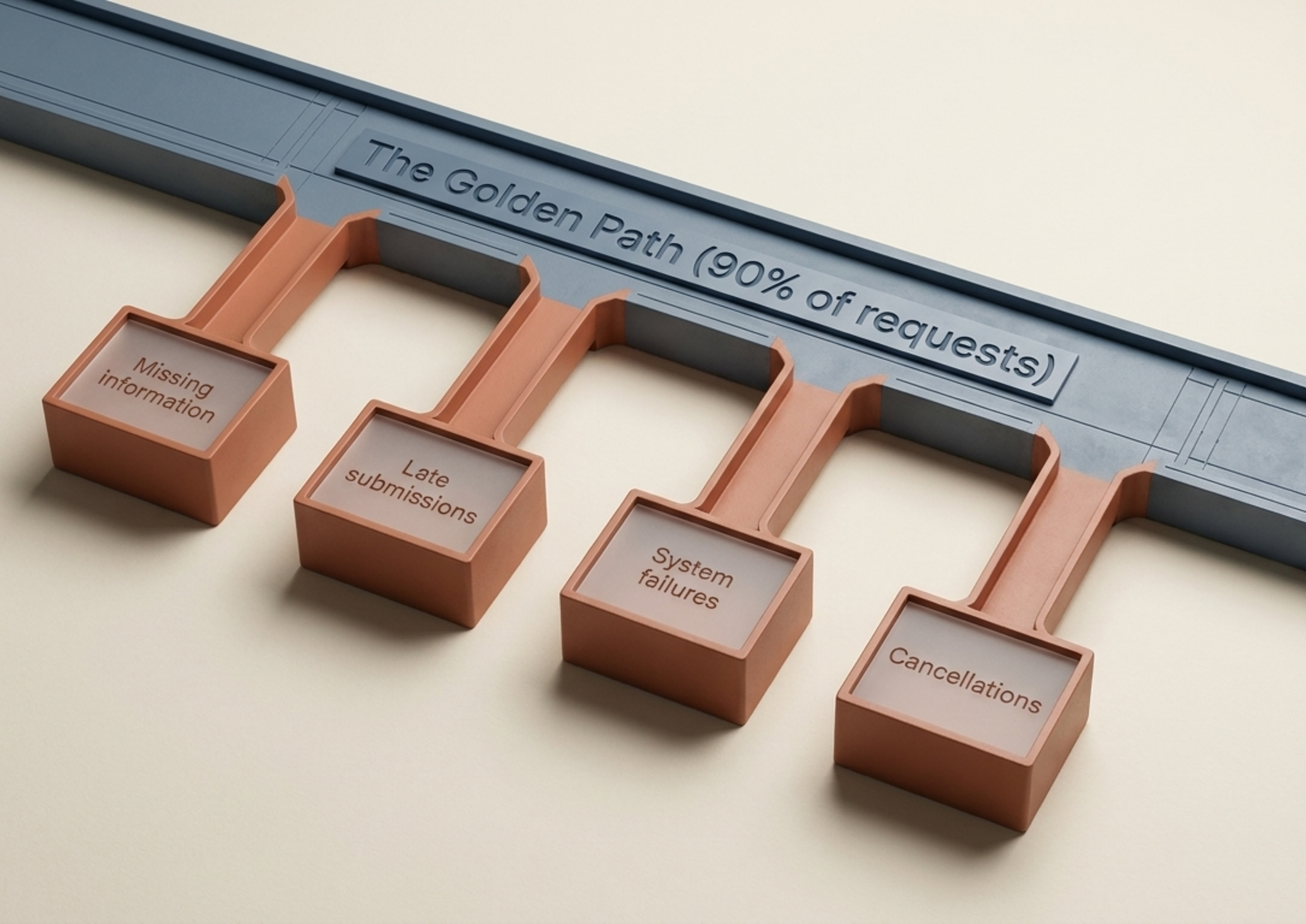
Describe events as they happen: first, second, third. Avoid bouncing between past, present, and future states.



"I need to go back to the second step. Before the coordinator contacts an interpreter, she checks whether an in-house interpreter is available."



If you must return to an earlier point, explicitly announce the reversal for the transcript.



Isolate Exceptions from the Golden Path (Rule 10)

Do not interrupt every normal step with all possible exceptions. Map the most common case to completion first.

Important exceptions will be recorded as entirely separate stories or added as annotations later.

The Reality Check: Quarantining Assumptions (Rule 11)

Unflagged uncertainty turns into an incorrect architectural diagram. Label your confidence level verbally.



Dangerous Assumptions

- "This usually happens..."
- "I believe this happens, but Finance should confirm."
- "This is an assumption."
- "The written policy says this, but actual practice is different."



Documented Facts

- "This always happens."
- "I physically execute this step every time."

Harness Departmental Friction (Rule 12)

Disagreement is useful. Do not force agreement by using vague language to smooth things over.



"Student Services calls this an intake form, but our department calls it a service request."

"Campus A sends the request to the coordinator, but Campus B sends it directly to the vendor."

Friction reveals separate processes, hidden organizational boundaries, or different meanings behind identical terms.

Speaking for the Transcript (Rule 14)

The diagram is built from the audio recording. Gestures and simultaneous talking cannot be captured. Speak in explicit, complete sentences.



Say the name of a document
(Do not point and say “this”).



Say the job role, not just the
person’s name (e.g., “The
principal”, not “Sarah”).



Avoid several people
speaking at once.

Correct mistakes verbally: “Let me correct that. The principal does not approve the request. The Special Education coordinator approves it.”

The Final Validation Loop (Rule 15)

At the end of the meeting, we will retell the process from beginning to end.
Listen closely to ensure the captured story matches reality.

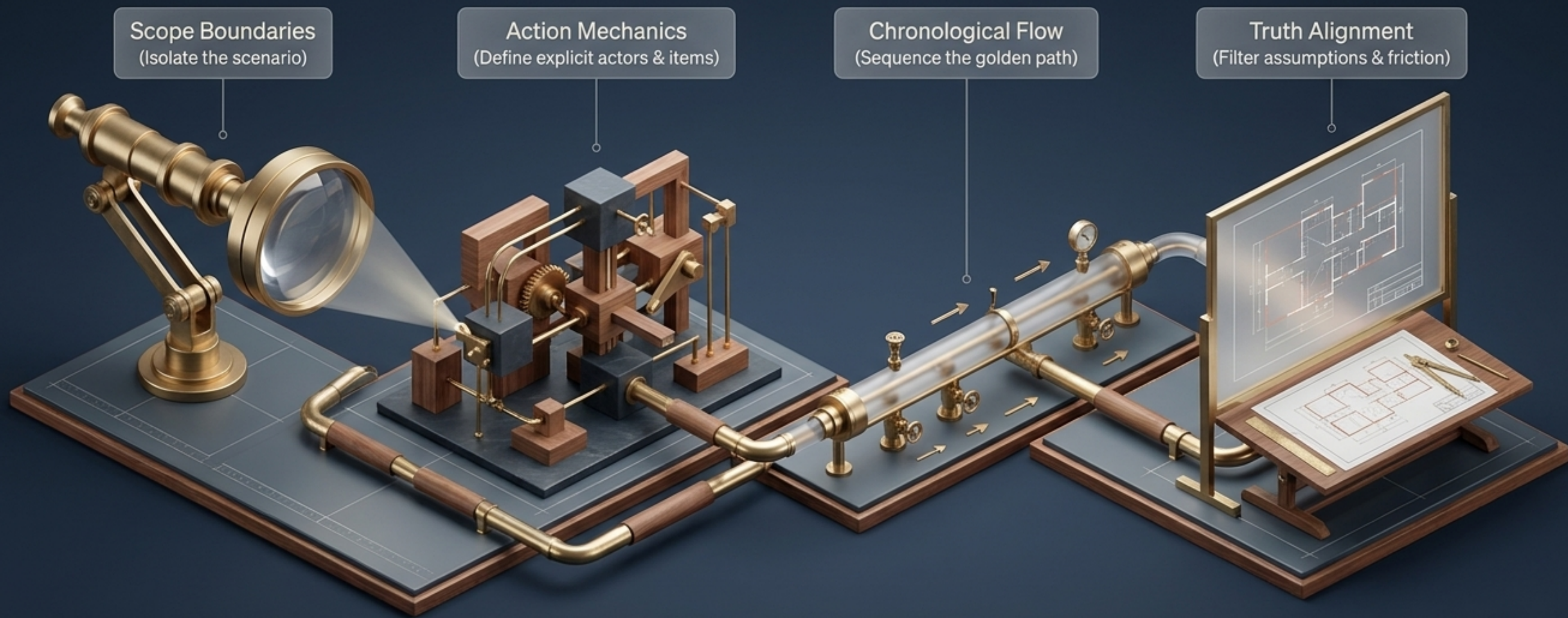


Audit Checklist

- ☒ Are there missing steps or incorrect actors?
- ☒ Is the order flawlessly chronological?
- ☒ Are documents or information sources missing?
- ☒ Were terms used inconsistently?
- ☒ Are there exceptions that deserve their own separate story?

The story is complete only when the people who perform the work agree it represents reality.

The Blueprint is Only as Precise as the Conversation



By applying these 15 rules, we transform complex human knowledge into strict, actionable software architecture.