

Question Structure

Project..... Date.....

Interview Questions

<p>Discovery</p> <ul style="list-style-type: none"> • Tell me about... • Why do you... • How much... • How often do you... 	<p>User Activities</p> <ul style="list-style-type: none"> • Describe to me how... • Your experience with... • What do you do / use... 	<p>Showing Tasks</p> <ul style="list-style-type: none"> • Describe how you use... • What things do you need to do to achieve... • Walk me through... • What is the difference between...
<p>The Past / The Future</p> <ul style="list-style-type: none"> • Can you recall a time... • What did you do... • Tell me about a notable experience with... 	<p>World View</p> <ul style="list-style-type: none"> • How do you think it will help... • Describe ideal product/experience... • What do you think about... • What do you like/dislike about... 	<p>Problems and Pain Points</p> <ul style="list-style-type: none"> • Can you show how... • Can you guide me through the task... • What would your X think of that... • Some people think X, what is your opinion... • How are you impacted by the problem... • Without limitations, what would you change... • What's the hardest/most frustrating part about...

Draw Something / Complete a Sentence

Some people are more visual or descriptive. Asking them to draw an interface or complete a sentence can help garner further insights.

Follow Up Questions

<p>Bouncing Back</p> <ul style="list-style-type: none"> • You mentioned X, tell me more... • What do you mean by X... • Tell me more... 	<p>Digging Deeper</p> <ul style="list-style-type: none"> • Why... Why... Why... • You mentioned X, what's the reason for that... • How come... 	<p>Clarification</p> <ul style="list-style-type: none"> • What else do you mean by X...
<p>Rephrasing / Interpreting</p> <ul style="list-style-type: none"> • So you are saying X... • Repeat part of sentence with a question mark... • You are saying X, is that correct... 	<p>Past Experience</p> <ul style="list-style-type: none"> • Can you remember or provide an example of... • Can you show how you did... 	<p>Extra Time</p> <ul style="list-style-type: none"> • Is there anything else you would like to add... • Do you have any questions about the project... • Is there another specific topic you would like to discuss...