









Build a Question Guide: Interview

What do you want to learn to better understand the challenge at hand? What are you hoping to understand about people's motivations and frustrations? What do you want to learn about their activities?

| START SPECIFIC What are some specific questions you can ask to open the conversation? | GO BROAD What are some questions that can help you start to understand this person's hopes, fears and ambitions? |
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INTERVIEWEE NAME



| PROBE DEEP What are some ways you might be able to dig deeper in the conversation,, to find even more of the perspective this person has? |
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Build a Question Guide: Observation

What are you looking to learn in this observation? Capture themes and questions that you want to make sure you get to in the site visit! Fill in one of these worksheets for each observation, so that you can consider what you will ask for each place you are visiting.

| THINGS TO SEE What are some things you want to make sure you observe while you are visiting this place? |
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OBSERVATION SITE



| THINGS TO DO What are some things you can do to gain inspiration in this place? |
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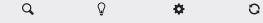
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Prepare For Fieldwork

Assign responsibilities before going into the field. Who is in charge of confirming date, time, and location of the research activities? Who is responsible for making sure you have all the necessary equipment? Who will take the lead in interviewing? In documenting?

| TEAM MEMBER | ROLE |
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| LOCATION OR INTERVIEWEE | ADDRESS, DATE AND TIME |
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| CHE | CKLIST |
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| | QUESTION GUIDE |
| | PARTICIPANT'S CONTACT DETAILS |
| | TEAM MEMBERS! CONTACT DETAILS |
| | DIRECTIONS TO LOCATION |
| | NOTEPADS AND PENS |
| | CAMERA (CHECK BATTERIES!) |
| | MOBILE PHONES |
| | THANK YOU GIFTS FOR PARTICIPANTS (IF APPLICABLE) |
| | POST-IT NOTES, SHARPIE MARKERS |
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1-3 Gather Inspiration

Inspiration Notes

NAME OF PERSON INTERVIEWED/LOCATION VISITED



OBSERVATIONS AND QUOTES

AS YOU ARE INTERVIEWING,

capture what you see and hear during a field visit. Capture direct quotes. Separate your observations from your interpretations so that you know what you stacked under a laptop to make the saw and what you thought it meant for

Look for work-arounds and adaptations people have made to make a system to serve their needs better such as books screen a better height for viewing.

| INTERPRETATIONS |
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