



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?

Dotted lines for writing specific questions.

GO BROAD

What are some questions that can help you start to understand this person's hopes, fears and ambitions?

Dotted lines for writing broad questions.

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?

Dotted lines for writing deep probing questions.

TIP
Make a copy of this for each interview.



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?

Series of horizontal dotted lines for writing notes.

OBSERVATION SITE

THINGS TO DO

What are some things you can do to gain inspiration in this place?

Series of horizontal dotted lines for writing notes.

TIP

Make a copy of this for each observation.





1-3 Gather Inspiration

Inspiration Notes

NAME OF PERSON INTERVIEWED/LOCATION VISITED

TIP

Fill this out of this for each interview.

OBSERVATIONS AND QUOTES

Lined area for observations and quotes with horizontal dotted lines.

INTERPRETATIONS

Lined area for interpretations with horizontal dotted lines.

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 saw and what you thought it meant for

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



1-3 Gather Inspiration

Inspiration Notes

NAME OF PERSON INTERVIEWED/LOCATION VISITED

TIP

Fill this out of this for each observation.

OBSERVATIONS AND QUOTES

Lined area for observations and quotes with horizontal dotted lines.

INTERPRETATIONS

Lined area for interpretations with horizontal dotted lines.

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 saw and what you thought it meant for

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