

Name: _____

Date: _____

Part I:

Great Questions to Ask Your User

Write down at least 10 interview questions for your user.

1. What is your overall impression of your current process or product?
2. What are some things you like about the process or product?
3. Why do you like those things? (Dig deeper into each one).
4. What are some things you don't like or wish to be changed/improved about this process or product?
5. Why? (Dig deeper into each one) use the five whys in moments here.
6. How do those things affect you?
7. How would you like to see those things changed or improved? Why?
8. Tell me about the last time you....
9. What was the hardest part about...?
10. Tell me about the last time it was frustrating when...
11. Did you have to do any workarounds for this...?
12. What other products or tools do you use to try...?
13. Could you tell me more about that...?

Part II:

Begin practicing these questions with your team.