

Interviewing

Tips

- Avoid leading questions
- Ask them to show as well as tell



- We get information directly from user
- We get their perspective, how they feel about it

- Time and skill intensive
- Must be careful when generalizing:
- What people say is often different than what they do



EXIT





































Activity | Materials | Gear:

See what you can learn about their

Goals – what they want/need to do

Values – what's important about how they do it

Capabilities – what resources are available or used

Constraints – what blocks stand in the way

















