

User Interview Tips

To conduct an interview, firstly prepare a question script as a guide. During the interview, if something comes up that is not on the script, you can explore the idea on the fly.

The interview process should be recorded by an observer how will document and take the interview notes on the below templates.

Interview Flow:

1. Introduce yourself
2. Clarify the purpose of the interview
3. Warm-up questions
4. Ask for stories
5. Clarify statements
6. Thank you and wrap-up

Interview Tips:

- Immerse: experience what users experience.
- Observe: view users and their behaviors in the contexts of their lives.
- Always have a beginner's mindset.
- Think about the problem. Don't ask for solutions.
- You're not there to judge. Keep an open mind
- Encourage stories.
- Observe non-verbal cues, such as use of hands, facial expressions.
- Explore emotions like "Why do you feel...?" "What do you feel about...?"
- Take detailed notes. Include quotes and statements.
- Keep questions to fewer than ten words.
- Ask one question at a time.
- If you get stuck, ask "why?" Constantly asking why digs deeper into emotion and motivation.

Interview Main questions (Pre-Interview Preparation)	
Introduce yourself	
Introduce your project	
Clarify the purpose of the interview	
Warm-up questions	
Ask for stories	
Ask about specific instances	
Clarify statements	
Thank you and wrap-up	
Interview Notes (Within interview)	
Few Details about the interviewee	
Main activities, events, actions the interviewee talked about	
Main Reactions of interviewee	
Main feelings interviewee showed	