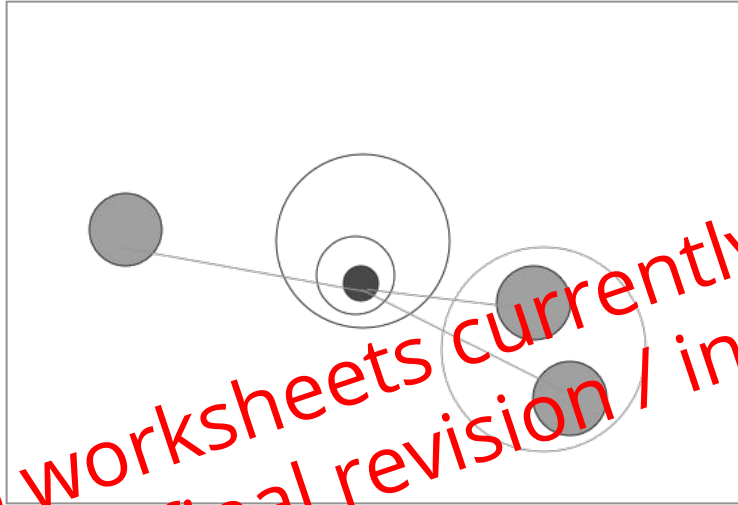


# Mapping/Drawing Prompts

*When your facilitator cues an activity, this sheet will help you figure out where to start on your scratch paper / notebook.*

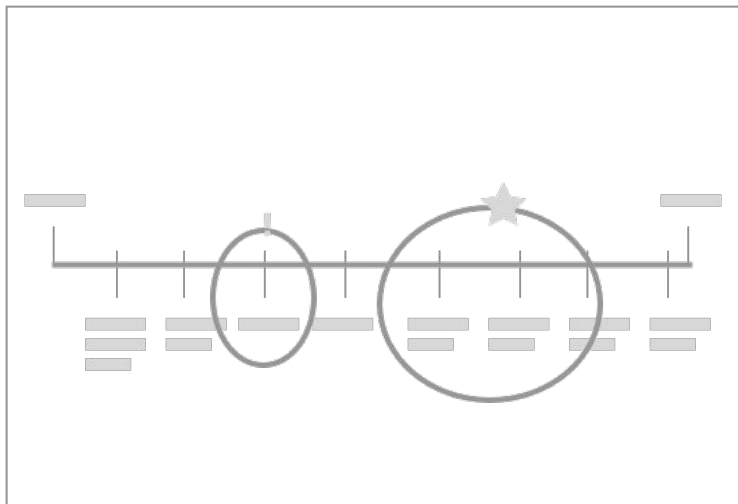
## Activity #1 — Team & Influence Map

- Start with a small circle in the middle of your paper—fill it in, this is Your Team
- Draw a bigger circle around your team—what larger group / business unit is your team a part of? Label that group.
- Add in your Design and/or Product team if they aren't already a part of the picture.
- Finally, think of each team/group with direct access to customers: sales, support, consulting, etc.—add them to the map and shade them in. Draw out how they're connected to you.
- <Now, listen for your facilitator's further prompts & questions>



## Activity #2 — Project Timeline

- Draw a line across your paper. Think of a specific project you did that's complete, or almost finished.
- On the left write "project start", and at the right, "project end": add dates if you can.
- Now in between "start" and "end," and roughly proportional, chart out each major event that changed state of the work, the project, your understanding... and a rough sense of when it happened.
- Pay special attention to the larger areas of your own work, or events in the project that changed how you thought about your work / progress as you draw the timeline...
- <Now, listen for your facilitator's further prompts & questions>



# Research Skills/Career Sheet (pt. 1 of 2)

Please leave this sheet with your facilitator. They'll send a picture back to the ResearchOps community so we can report out in aggregate/anonymously. Take a picture for yourself, too, if you'd like to keep a record!

Basic Info:

**Years in the field:** \_\_\_\_\_ // **Years in current role:** \_\_\_\_\_

**My official job title:** \_\_\_\_\_

**Org. type (circle one):** Independent / Consultancy / Startup / Enterprise / Government / Other

**Org. size (# people):** \_\_\_\_\_ // **Team size (# researchers):** \_\_\_\_\_

Org research growth / ladders

**Does your org have a career / skill ladder in place?** Yes / No / Independent

**(if yes) How does it relate/compare to the workshop material?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Org research & operations

**Does your org have dedicated support for research operations?** Yes / No / Independent

**(if yes) What are the main activities that person/team is responsible for?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Softer Skills & Awareness Areas—copy over your ratings; circle the 1 area you'd like to improve the most:

Business & strategy insight:	_____	Research operations prowess:	_____
Adjacent disciplines & delivery:	_____	Technical research prowess:	_____
Organizational diplomacy:	_____	Persuasion & articulation:	_____
Service conceptual understanding:	_____	Interpersonal relationships:	_____
Stakeholder mgmt / communication:	_____	Professional relationships:	_____
Project management / ownership:	_____	Mindful work & reflection:	_____
Research process management:	_____		

# Craft Skills: Worksheet #1

1. Circle each skill you've used in the last ~3 months on real project work
2. Add a star to any skills you feel "very comfortable" with—could teach or explain to others
3. Add numbers, "1, 2, 3" next to the three skills you think are the most important for your work right now
4. Add letters, "A, B, C" next to three skills you think would be most helpful for advancing as a researcher

501. develop research questions from team needs  
502. interview stakeholders  
503. run design discovery workshops  
504. participate in product roadmap planning

505. build customer/user group / advisory councils  
506. collaborate with front-line (sales, support, consulting)  
507. establish relationships with x-functional counterparts

301. develop study protocol from research questions  
302. define participant criteria / develop screener  
303. survey development  
304. plan end-to-end research project  
305. run stakeholder kickoff/assumption workshops  
306. set up live product A/B testing  
307. set up quantitative analyses (e.g., NPS)

308. work with outside vendor/providers  
309. run lean/hypothesis mapping workshops  
310. set up product beta testing  
311. communicate project status/progress outward  
312. train others to conduct evaluative research  
313. conduct product heuristic analyses

101. interview users  
102. conduct product usability testing  
103. set up unmoderated usability testing  
104. take notes, record audio & video  
105. conduct remote usability testing  
106. conduct wizard-of-oz testing

107. conduct prototype / concept testing  
108. conduct IA testing (e.g., card sorts, tree tests)  
109. conduct exploratory / unstructured research  
110. run field/ethnographic research  
111. run longitudinal: diary studies / experience sampling  
112. evaluate product accessibility

201. manage & organize raw research data  
202. run session debrief meetings  
203. analyze evaluate/usability research

206. conduct affinity mapping workshops  
207. open-ended qualitative data analysis  
208. develop usability study reports

401. develop conceptual models  
402. develop service blueprints  
403. develop journey maps  
404. catalog / centralize research insights  
405. develop mental models

406. develop behavioral archetypes (e.g., personas)  
407. develop use-centered archetypes (e.g., JTBDs)  
408. run sensemaking / synthesis workshops  
409. combine qualitative with product analytics

601. present/share study findings  
602. align research into development cycles  
603. present findings organization-wide  
604. evangelize the value of research  
605. facilitate design sprints

606. establish rolling/cadenced user studies  
607. set up rapid-iterative-testing cycles  
608. track issues/defects in bug tracking system  
609. model user needs for wider org.

Other / write-ins: \_\_\_\_\_

# Human Skills: Worksheet #2

*These speak to a broad range of avenues you can pursue for growth and advancement.*

**Business & strategy insight**—what is our organization trying to do? How do we go about that?

1: it's not clear to me	2: it's a bit fuzzy	3: I'm roughly aware	4: I have a solid picture	5: I understand deeply
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**Adjacent disciplines & delivery**—how do R&D disciplines fit together? Where does research fit?

1: it's not clear to me	2: it's a bit fuzzy	3: I'm roughly aware	4: I have a solid picture	5: I understand deeply
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**Organizational diplomacy**—how do we evangelize value of research? With whom & where is the influence?

1: it's not clear to me	2: it's a bit fuzzy	3: I'm roughly aware	4: I have a solid picture	5: I understand deeply
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**Service conceptual understanding**—what is the underlying scope & structure of our service / product?

1: it's not clear to me	2: it's a bit fuzzy	3: I'm roughly aware	4: I have a solid picture	5: I understand deeply
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**Stakeholder management / communication**—how do we keep all parties informed, at the right level?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Project management / ownership**—how do we work together to make [outcomes] happen? Why?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Research process management**—how do we design/adapt research to fit our project/situational needs?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Research operations prowess**—how do we prepare, enable, sustain, evolve our research program?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Technical research prowess**—how do we actually plan, execute, understand, and package our research?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Persuasion & storytelling**—how do we translate research output into product/service outcomes?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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**Interpersonal relationships**—how well-connected am I to cross-functional team members in the org.?

1: I know nobody	2: I have a few connects	3: I've some good allies	4: I feel well-engaged	5: I know&trust everyone
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**Professional relationships**—how well-connected am I to our larger professional community?

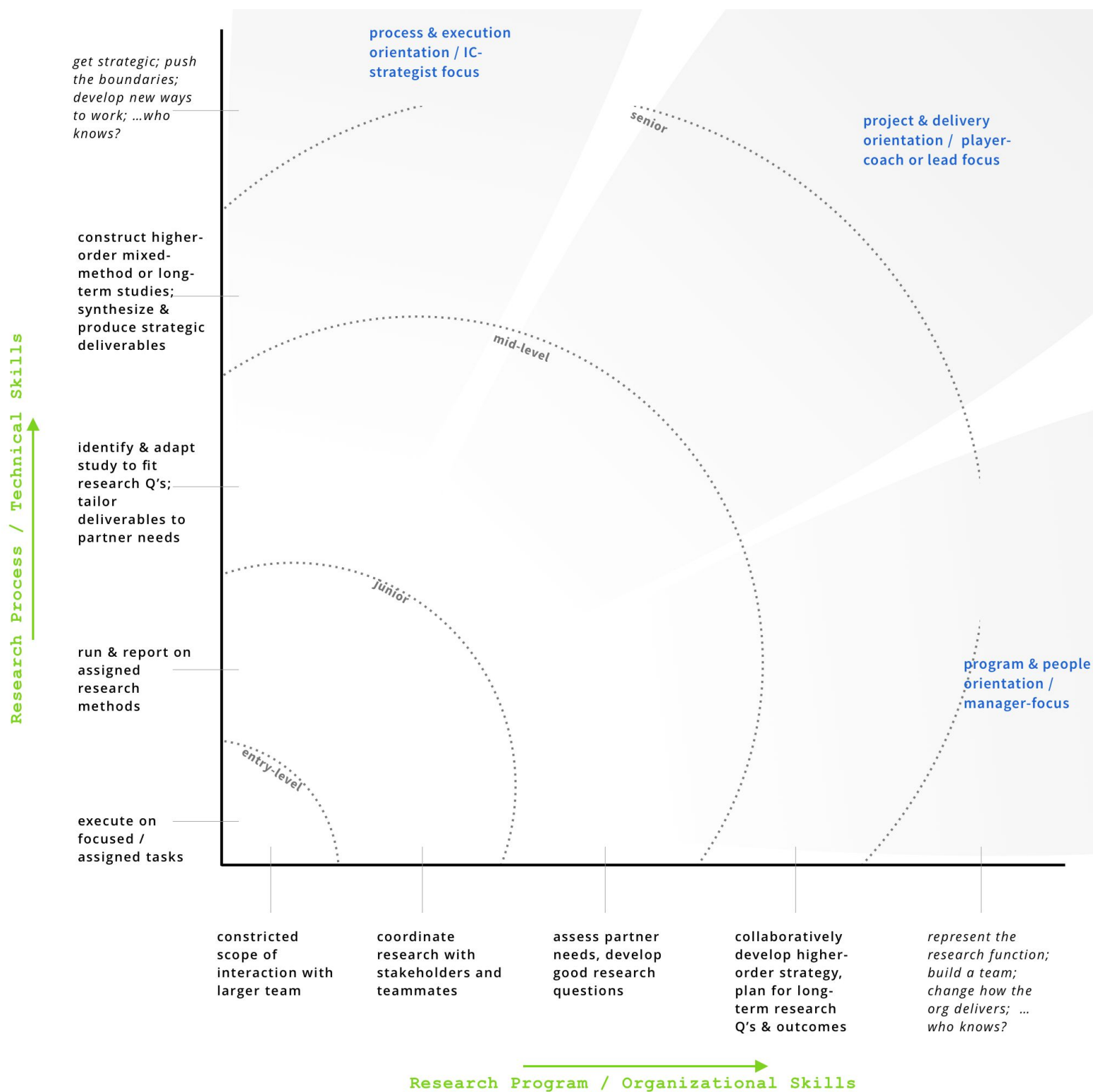
1: I know nobody	2: I have a few connects	3: I've some good allies	4: I feel well-engaged	5: I know&trust everyone
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**Mindful work & reflection**—how well do I separate my work & my worth? How honestly do I assess myself?

1: I don't do this at all	2: I can do this in a pinch	3: I'm fairly capable here	4: I'm well-versed in this	5: I'm basically an expert
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# Career Map: Worksheet #3

You'll chart your journey along this map—and don't worry if it's only on the lower left for now.



# Research Skills/Career Sheet (pt. 2 of 2)

*Please leave this sheet with your facilitator. They'll send a picture back to the ResearchOps community so we can make this a global-ready workshop and keep it valuable for researchers and ops'ers everywhere!*

*Personal challenges, skills, growth:*

**Project reflection—the hardest part about the work for me:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Most important skills (1,2,3):** \_\_\_\_\_

**Most desired skills (A,B,C):** \_\_\_\_\_

**What am I looking for in the future?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**What one specific step will I take next to move forward?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Open-ended—other thoughts/revelations/concerns:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Human Skills & Awareness Areas—copy over your ratings; circle the 1 area you'd like to improve the most:*

Business & strategy insight: \_\_\_\_\_

Adjacent disciplines & delivery: \_\_\_\_\_

Organizational diplomacy: \_\_\_\_\_

Service conceptual understanding: \_\_\_\_\_

Stakeholder mgmt / communication: \_\_\_\_\_

Project management / ownership: \_\_\_\_\_

Research process management: \_\_\_\_\_

Research operations prowess: \_\_\_\_\_

Technical research prowess: \_\_\_\_\_

Persuasion & articulation: \_\_\_\_\_

Interpersonal relationships: \_\_\_\_\_

Professional relationships: \_\_\_\_\_

Mindful work & reflection: \_\_\_\_\_