

# Critical Insights: Mindsets and Assumptions to Avoid in Requirement Gathering

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Mindset To Avoid	Why Avoid	Alternate Mindset	Why It's Better
"I know what you need better than you do."	This mindset can lead to disregarding the client's insights or specific requests, which are crucial for crafting a solution that truly aligns with their needs.	"Could you elaborate on what you are looking for?"	Values client input and enhances solution relevance.
"More features mean a better product." / "Giving the client extra features will make them happy"	Overloading a solution with unnecessary features can complicate usability and maintenance without adding real value.	"Let's focus on the most valuable features that meet your core needs."	Prioritizes essential features, enhancing usability and effectiveness.
"All clients are the same."	Every client has unique circumstances and requirements; treating all clients as having the same needs can lead to ineffective and unsatisfactory outcomes.	"Let's discuss what's unique about your situation and needs."	Ensures solutions are tailored to the specific challenges and opportunities of each client.
"The client doesn't understand their own needs."	Underestimates the client's insight into their own business processes and needs.	"The client is an expert in their domain; I should seek to understand their perspective."	Acknowledges the client's expertise in their own field and enhances mutual respect and collaboration.
"If it worked before, it will work again."	Relies on past solutions without considering the evolving nature of technology and business.	"Let's evaluate if past solutions are still the best option under current conditions."	Promotes innovation and ensures solutions remain relevant and effective.
"This is just a small detail."	Overlooks the importance of details that could be crucial for the success of the project.	"Every detail could be critical and deserves attention."	Prevents potential problems later in the project by ensuring all aspects are thoroughly considered.
"It's just a client's wish, not a requirement."	Minimizes the importance of client suggestions which may be vital for their satisfaction.	"Client wishes can provide valuable insights into their expectations and needs."	Incorporates client feedback more effectively, potentially uncovering deeper needs and enhancing satisfaction.
"They probably won't need this feature."	Assumes without verification, risking the exclusion of important functionalities.	"Let me confirm the necessity of this feature with the client."	Ensures all critical features are included based on actual client needs, not assumptions.
"Let's avoid complex solutions to keep the project simple."	May oversimplify the solution, failing to address complex but necessary requirements.	"Let's find the optimal balance between simplicity and functionality."	Ensures the solution is as straightforward as possible but without compromising on necessary functionalities.
"The cheaper option is good enough."	Prioritizes cost-saving over quality, possibly leading to inadequate solutions.	"Let's assess the value and long-term benefits of all options."	Ensures the chosen solution provides the best value and meets quality standards, preventing future costs or failures.

## Assumptions Pitfalls

Word/Phrase To Avoid	Why To Avoid	Example of Wrong Use	What To Use Instead	Why It's Better
"I assume" or "We assume" or "I thought" or "Perhaps" or "Maybe"	Assumptions can lead to misconceptions about what the client actually needs or wants.	"I assume you'll need a login feature for all users."	Could you confirm if a login feature is necessary for all users?	Promotes clarification and ensures features are aligned with actual needs.
"Obviously" or "Clearly"	These words can indicate that something is taken for granted, which might not be clear or obvious to the client.	"Obviously, we'll need to update the software."	Would updating the software meet your needs?	Encourages dialogue and confirms that solutions are relevant to the client.
"Typically," or "Usually"	This suggests a generalization that might not apply to the specific context or needs of the client.	"Typically, we implement this module for handling data."	Would this module serve your specific data handling needs?	Ensures the solution is customized to the client's particular requirements.
"Just" or "Only"	Minimizes the effort and importance of a task or complexity involved. It can understate the actual challenges or mislead clients about the extent of work required.	"Can you Just or Only add a media or gallery to the site"	To add this feature, it will take us x amount of days. It might impact on the layout of the components	Accurately represents the effort and importance of each task.
"Should work"	This phrase shows uncertainty or lack of commitment. Solutions should be presented with confidence in their effectiveness, based on thorough analysis and validation.	"Adding more servers should work to fix the performance issue."	"Adding more servers will enhance performance based on our assessments."	Provides confidence and assurance in the proposed solution.
"Quick fix"	Although temporary but when things start working, the permanent solutions are often ignored, without considering the long-term implications or the root cause of initial issues, potentially leading to more significant problems later.	"Let's just do a quick fix by restarting the server nightly."	"Let's address the root cause by optimizing the server's performance."	Focuses on sustainable, long-term solutions rather than temporary patches.
"This is standard practice" or "That's how it's always been done" or "I am not sure why we do it this way"	It dismisses the possibility of new, customized, or innovative solutions that might better meet the client's unique needs.	"That's how it's done in all similar projects."	"Let's explore how we can tailor the process to better suit your specific needs." "Can we improve process or ensure all the steps are value-adds?"	Encourages innovation and adaptation to client-specific contexts.
"No need to worry about that"	It may overlook or dismiss client concerns that are actually significant.	"No need to worry about data security at this stage."	"Let's discuss your concerns about data security to ensure they are fully addressed."	Acknowledges and prioritizes client concerns, enhancing trust.
"To be honest"	Could imply other statements are less honest	"To be honest, this will be expensive to implement."	"Implementing this feature will incur additional costs because..."	Maintains consistent honesty and transparency, explaining reasons clearly.