

1 Observing

Before the session

If you can't attend, update the attendees' list.

Be mindful of participants arriving. Arrive 5 minutes before sessions begin.

During the session

Play an active role! Take notes or write down questions for later.

If you need to talk, leave the room.
Noise disturbs the note takers.

Attend more sessions to get an overall perspective.

Be mindful of participants leaving.

After the session

Leave the room as you found it.

Get involved in the analysis of the sessions you saw, don't just walk away at the end of the day.

2 Note taking

One thing per note

Add the user number

Add the location in the journey

Quotes or observations



What worked or didn't work

Not what they wanted or liked

Save suggested solutions for prioritisation