

1 Observing

Before the session

Be mindful of participants arriving.

Be in the observation room 5 minutes before the session starts.

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

During the session

Be an active observer. Look and listen carefully. Take notes and write questions for later.

If you need to talk, leave the room. Noise disturbs other observers.

After the session

Maybe stay for another session to learn more.

Don't just walk away. Tidy up the room and find out how to get involved in analysis.

Be mindful of participants leaving.

2 Note taking

One complete thing on each note

Big clear letters

Observations and quotes only

Save ideas and solutions for later



Add the participant number

Note location in the journey

What did and didn't work

Not what they wanted or liked