Research script for generative research interviews

Darian Grant | ux-everything.com

This is a script that I typically use as my starting point when conducting research interviews. Feel free to adapt it however you want, but I would appreciate it if you didn't post this file anywhere. Instead, share a link to this page so people can always have the most up-to-date version.

Thanks, enjoy, and check back for updates!

Begin script:

(Participant arrives. Exchange pleasantries, get them comfortable)

Thank you for meeting with us. I'm going to start this off by reading from this script so I don't forget to mention anything.

As mentioned when we first got in touch with you, we are conducting research with **(state the target user)** in an attempt to better understand **(state what you are trying to get out of your research)**. We are going to ask you a series of general questions around this, and then get a little more specific.

Now, some of these questions may seem repetitive or may result in some repetitive answers, but they do help us analyze the responses more efficiently later on, so I apologize if you end up repeating yourself a few times.

We would also like to point out that there are no wrong answers here. Answers are different for each person, and our job is to ask enough people the same questions and see if any patterns come out of it. We're then going to take those common insights and use them as fuel for our design decisions.

This won't be a tough chat, but if you do need to take a break at any point, just let us know. And lastly, with your permission, may we record this conversation? This will not be shared with anyone outside of our team and is only going to be used by us to take more detailed notes later on.

(pause for response)

Any questions before we begin?

(pause for response)

Great, let's get to it!

Questions:
(Insert your list of questions here)

Wrapping it up
Thank you so much for helping out again, this feedback really has been invaluable.

Before we part, do you have any questions for me that may have not been answered in that chat?

(Wait for answer)

Okay, well once again, I can't thank you enough for taking the time to do this for us. We're going to finish this round of research and create some designs based on the collective feedback. We'll send you a message once that's done and, if you want, you can check it out and give us some feedback on it. If you have any extra thoughts or feedback in the future, please don't hesitate to send us a message. It all helps! Thank you.