Interview discussion guide template

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| We follow a discussion guide when interviewing participants. We include questions that help answer our research objectives. The guide serves as a memory aid. We also share it with observers. This template includes a templated introduction and closing. Example questions show suggested formatting for moderator questions and prompts for observers. Check and update any [text in square brackets].  [Browse our collection of user research templates and guides](https://github.com/essexcountycouncil/ur.templates-and-guides/)  [Give your feedback](https://forms.office.com/r/kCKSzv91SP) and help us improve this template. |

## Discussion template

### [Project name. Add a user group in brackets if you are creating different discussion guides for different user groups.]

*This interview will take about 30 minutes.*

My name is \_\_\_\_\_\_\_\_\_\_\_ and I’ll be taking you through this session today*.*

[Introduce any observers. For example, my colleague \_\_\_\_\_\_\_\_ will be observing the session.]

You may have noticed I’m reading from a script. That’s so I don’t forget anything.

Before we begin, I’d like to check if you have any questions about the information sheet I sent.

We received your consent form. Thank you. [Confirm the participant’s consent. For example, I note you are happy for the session to be audio recorded, but we will not record video.]

[Explain more about the purpose of your project and what the session will involve. For example, we’re carrying out this work to understand more about your experience creating content on the intranet. Today’s session will involve a brief informal interview. It should take about 30 minutes.]

Before we start, I'd like to remind you that:

* everything you say and do during the session will remain private
* we do not link your name to the research and reports we share
* you are free to change your mind about taking part at any time – you do not need to give a reason
* you are free to take a break at any time – let me know if you need to stop

[Observers turn your camera and mic off.

Start recording]

### Ice breaker questions

*[Keep this brief – less than 5 minutes]*

#### About them

* What department do you work in within the council?
* What’s your job role?
* How long have you done this work?

### About their activities

*[20 minutes]*

Which of your activities involve visiting the intranet?

* Talk me through these activities.
* How often do you do this?
* Tell me about the last time you did this
  + *[Give notetakers a prompt. For example, note any tasks mentioned]*
  + What did you think works well about that process?
  + What would you change?

### Closing the interview

Thank you for your time and feedback. We've finished the interview. We'll combine your feedback with what we heard from other participants. [Explain what will happen next. For example, we'll look at how we re-design the intranet to best meet the needs of employees.]

**END**

[Stop recording

Check which incentive the participant wants.]