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Welcome back. After completing this lesson, you will be able to build a shared understanding with your teams and other stakeholders your team is working with. Shared understanding is the foundational component of Agile Planning. We tend to assume that we're on the same page with everyone else, but in most cases, it's not true. To build a shared understanding, we will use a method of interview which consists of five steps. One; set context, confirm why you are here and confirm who you're interviewing. Two; ask focus questions, these questions will help you discover key components you are looking to get more information on, these should come from your interview guide. Three; ask filter questions, these are specific probing questions. Four; exit, thank that person, ask if there's anyone else that you should talk to. Five; debrief. By following these five steps, you will be able to get specific details about another person's story. When conducting an interview, I recommend using an interview guide to keep you on track in the conversation. It should fit on an index card. When you're building a guide, I recommend writing out the questions you'd like to ask and rehearsing them. When you're going into the interview, don't actually bring these detailed questions with you so the conversation flows more naturally. When you're conducting an interview, you will need a way to remember it, your notes are very important for capturing key insights. Note-taking is something that has either to be done by another person who clearly understands their role as a note-taker, or by recording it with the permission of the person being interviewed. It's difficult to lead a conversation and take notes at the same time, because it interrupts the natural flow. Even though it's not ideal, you could take notes yourself if the other two options are not suitable for your case. Once you complete an interview, debrief with your team or analyze the interview yourself if you're building a shared understanding with your team members. Debriefing your interview matrix will include four elements; facts, emotions, quotes, and conclusions, a few last steps for conducting your interview. Do your homework, prepare, and build an interview guide. Use open-ended questions, not a why question. Ask a question and wait for a response. Clarify, paraphrase, and minimize your influence. Remember it's not about you, your goal is to understand another person. Be curious and have fun. In the next video, you will learn about the importance and benefits of facilitation. I'll see you there.