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How to interview users. - Steve Portigal, "Interviewing Users: How to Uncover Compelling Insights" Interviews are an essential part of UX research, aimed at learning and deeply understanding others. They may seem straightforward, but skillfully talking to people requires deliberate practice and fine-tuning over time.

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Books | Portigal Consulting

At a more general level I found Interviewing Users refreshing because, in a time where lean and agile practices sometimes put pressure on us to hack through user insight part of user experience design, the book reminds us that interviewing is a craft, and that the quality and care you put into it will make for better design outcomes.

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