

## 1. What do you know?

*What are you 100% sure about, the facts.*

## 2. What do you think you know?

*Which assumptions do you have?*

## 3. What do you want to know?

*What are your research goals?*



### **Avoid closed questions (yes or no)**

*E.g. Do you understand what you see?  
Instead: To what extent do you understand everything you see?*

### **Don't answer the user's questions yourself but keep asking them back**

*E.g. user asks: "I don't understand this, what does this mean?" answer with: "What do you think this could mean?"*

### **Avoid suggestive questions**

*'Would you agree that the onboarding went easily and was clear? Or not?' Instead: 'How do you evaluate the onboarding?'*

### **Be curious**

*Ask a lot of 'why?' questions.*

#### Instructions

1. Take post-its and individually start with writing down your answers to the three questions. Afterwards, take a look at all the answers with the group.
2. Discuss the different opinions and prioritise.