

Context:

Now it's time to actually interview real users.
Interview notes help us capture important information and keep it structured in a logical way.

How to use this template:

- Assign someone to be the interviewer.
- Assign someone else to take notes during the interview.
- Make a copy of this template for each interviewee.
- Add evidence: screenshots, drawings, diagrams, etc.
- After the interview, watch the recording and fill in any missing parts.



How to take good notes:

Take notes on everything:

- What the user says.
- What the user does.
- Any emotions you notice.
- Gestures and body language.

Don't omit or hold back anything.

Write down direct quotes and note the time so you can find them in recording.

1 Profile						
	Name 	Role 	Company 	Company size 	Industry 	Other Characteristics  Example: Trial user  Example: enterprise tier account 
2 Notes (factual observations only)						
Topic 1 		Topic 2 		Topic 3 		
3 Reflections (what you thought about the facts)						
List your thoughts while they're fresh in your mind (during or immediately after the session) <ul style="list-style-type: none">• Any patterns you noticed• Anything that surprised you• Separate your thoughts from the facts, to avoid bias						
4 Next steps / Action items (List areas you want to explore further)						
List areas you want to explore further						