
Interviewing Users How To Uncover Compelling Insights

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Interviewing Users

How to Uncover Compelling Insights *Rosenfeld Media*

Interviewing is a foundational user research tool that people assume they already possess. Everyone can ask questions, right? Unfortunately, that's not the case. Interviewing Users provides invaluable interviewing techniques and tools that enable you to conduct informative interviews with anyone. You'll move from simply gathering data to uncovering powerful insights about people.

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Doorbells, Danger, and Dead Batteries

User Research War Stories *Rosenfeld Media*

User research war stories are personal accounts of the challenges researchers encounter out in the field, where mishaps are inevitable, yet incredibly instructive. Doorbells, Danger, and Dead Batteries is a diverse compilation of war stories that range from comically bizarre to astonishingly tragic, tied together with valuable lessons from expert user researcher Steve Portigal.

Interview Techniques for UX Practitioners

A User-Centered Design Method *Newnes*

Much of the work of user-centered design practitioners involves some type of interviewing. While interviewing is an important skill, many colleagues have little or no formal training in interviewing methods and often learn on the job with limited feedback on the quality of their interviews. This book teaches readers about the three basic interview methods: structured interviews, semi-structured interviews, and unstructured interviews. The author discusses the various strengths, weaknesses, issues with each type of interview, and includes best practices and procedures for conducting effective and efficient interviews. The book dives into the detailed information about interviews that haven't been discussed before – readers learn how and when to ask the "how" and "why" questions to get a deeper understanding of problems, concepts, and processes, as well as discussions on laddering and critical incident techniques. Because so much of what UX practitioners do involves good interviewing skills, this is your one-stop resource with the definitions, processes, procedures and best practices on the basic approaches.

Remote Research

Real Users, Real Time, Real Research *Rosenfeld Media*

Remote studies allow you to recruit subjects quickly, cheaply, and immediately, and give you the opportunity to observe users as they behave naturally in their own environment. In Remote Research, Nate Bolt and Tony Tulathimutte teach you how to design and conduct remote research studies, top to bottom, with little more than a phone and a laptop.

It's Our Research

Getting Stakeholder Buy-in for User Experience Research Projects *Elsevier*

It's Our Research: Getting Stakeholder Buy-in for User Experience Research Projects discusses frameworks, strategies, and techniques for working with stakeholders of user experience (UX) research in a way that ensures their buy-in. This book consists of six chapters arranged according to the different stages of research projects. Topics discussed include the different roles of business, engineering, and user-experience stakeholders; identification of research opportunities by developing empathy with stakeholders; and planning UX research with stakeholders. The book also offers ways of teaming up with stakeholders; strategies to improve the communication of research results to stakeholders; and the nine signs that indicate that research is making an impact on stakeholders, teams, and organizations. This book is meant for UX people engaged in usability and

UX research. Written from the perspective of an in-house UX researcher, it is also relevant for self-employed practitioners and consultants who work in agencies. It is especially directed at UX teams that face no-time-no-money-for-research situations. Named a 2012 Notable Computer Book for Information Systems by Computing Reviews Features a series of video interviews with UX practitioners and researchers Provides dozens of case studies and visuals from international research practitioners Provides a toolset that will help you justify your work to stakeholders, deal with office politics, and hone your client skills Presents tried and tested techniques for working to reach positive, useful, and fruitful outcomes

Validating Product Ideas

Through Lean User Research *Rosenfeld Media*

Want to know what your users are thinking? If you're a product manager or developer, this book will help you learn the techniques for finding the answers to your most burning questions about your customers. With step-by-step guidance, Validating Product Ideas shows you how to tackle the research to build the best possible product.

Think Like a UX Researcher

How to Observe Users, Influence Design, and Shape Business Strategy *CRC Press*

Think Like a UX Researcher will challenge your preconceptions about user experience (UX) research and encourage you to think beyond the obvious. You'll discover how to plan and conduct UX research, analyze data, persuade teams to take action on the results and build a career in UX. The book will help you take a more strategic view of product design so you can focus on optimizing the user's experience. UX Researchers, Designers, Project Managers, Scrum Masters, Business Analysts and Marketing Managers will find tools, inspiration and ideas to rejuvenate their thinking, inspire their team and improve their craft. Key Features A dive-in-anywhere book that offers practical advice and topical examples. Thought triggers, exercises and scenarios to test your knowledge of UX research. Workshop ideas to build a development team's UX maturity. War stories from seasoned researchers to show you how UX research methods can be tailored to your own organization.

The User Experience Team of One

A Research and Design Survival Guide *Rosenfeld Media*

The User Experience Team of One prescribes a range of approaches that have big impact and take less time and fewer resources than the standard lineup of UX deliverables. Whether you want to cross over into user experience or you're a seasoned practitioner trying to drag your organization forward, this book gives you tools and insight for doing more with less.

Practical Empathy

For Collaboration and Creativity in Your Work *Rosenfeld Media*

Conventional product development focuses on the solution. Empathy is a mindset that focuses on people, helping you to understand their thinking patterns and perspectives. Practical Empathy will show you how to gather and compare these patterns to make better decisions, improve your strategy, and collaborate successfully.

UX Research**Practical Techniques for Designing Better Products** *"O'Reilly Media, Inc."*

One key responsibility of product designers and UX practitioners is to conduct formal and informal research to clarify design decisions and business needs. But there's often mystery around product research, with the feeling that you need to be a research Zen master to gather anything useful. Fact is, anyone can conduct product research. With this quick reference guide, you'll learn a common language and set of tools to help you carry out research in an informed and productive manner. This book contains four sections, including a brief introduction to UX research, planning and preparation, facilitating research, and analysis and reporting. Each chapter includes a short exercise so you can quickly apply what you've learned. Learn what it takes to ask good research questions Know when to use quantitative and qualitative research methods Explore the logistics and details of coordinating a research session Use softer skills to make research seem natural to participants Learn tools and approaches to uncover meaning in your raw data Communicate your findings with a framework and structure

Surveys That Work**A Practical Guide for Designing and Running Better Surveys** *Rosenfeld Media*

Surveys That Work explains a seven-step process for designing, running, and reporting on a survey that gets accurate results. In a no-nonsense style with plenty of examples about real-world compromises, the book focuses on reducing the errors that make up Total Survey Error—a key concept in survey methodology. If you are conducting a survey, this book is a must-have.

Inside Interviewing**New Lenses, New Concerns** *SAGE*

Inside Interviewing highlights the fluctuating and diverse moral worlds put into place during interview research when gender, race, culture and other subject positions are brought narratively to the foreground. It explores the 'facts', thoughts, feelings and perspectives of respondents and how this impacts on the research process.

How Magicians Think**Misdirection, Deception, and Why Magic Matters** *Workman Publishing*

The door to magic is closed, but it's not locked. And now Joshua Jay, one of the world's most accomplished magicians, not only opens that door but brings us inside to reveal the artistry and obsessiveness, esoteric history, and long-whispered-about traditions of a subject shrouded in mystery. And he goes one step further: Joshua Jay brings us right into the mind of a magician—how they develop their other worldly skills, conjure up illusions, and leave the rest of us slack jawed with delight time after time. Along the way, Jay reveals another kind of secret, one all readers will find meaningful even if they never aspire to perform sleight of hand: What does it take to follow your heart and achieve excellence? In 52 short, compulsively readable essays, Jay describes how he does it, whether it's through the making of illusions, the psychology behind them, or the way technology influences the world of magic. He considers the aesthetics of performance, discusses contemporary masters, including David Copperfield, Penn & Teller, and David Blaine, and details how magicians hone their craft. And answers questions like: Can a magic trick be too good? How do you saw a person in half? Is there real magic in the universe? The answers, like so much in magic and life, depend on you.

User Research**A Practical Guide to Designing Better Products and Services** *Kogan Page Publishers*

Many businesses are based on creating desirable experiences, products and services for users. However in spite of this, companies often fail to consider the end user - the customer - in their planning and development processes. As a result, organizations find themselves spending huge sums of money creating products and services that, quite simply, don't work. User experience research, also known as UX research, focuses on understanding user behaviours, needs and motivations through a range of observational techniques, task analysis and other methodologies. User Research is a practical guide that shows readers how to use the vast array of user research methods available. Covering all the key research methods including face-to-face user testing, card sorting, surveys, A/B testing and many more, the book gives expert insight into the nuances, advantages and disadvantages of each, while also providing guidance on how to interpret, analyze and share the data once it has been obtained. Ultimately, User Research is about putting natural powers of observation and conversation to use in a specific way. The book isn't bogged down with small, specific, technical detail - rather, it explores the fundamentals of user research, which remain true regardless of the context in which they are applied. As such, the tools and frameworks given here can be used in any sector or industry, to improve any part of the customer journey and experience; whether that means improving software, websites, customer services, products, packaging or more.

Researching UX: User Research *SitePoint*

How well do you really know your users? With properly conducted user research, you can discover what really makes your audience tick. This practical guide will show you, step-by-step, how to gain proper insight about your users so that you can base design decisions on solid evidence. You'll not only learn the different methodologies that you can employ in user research, but also gain insight

into important set-up activities, such as recruiting users and equipping your lab, and acquire analysis skills so that you can make the most of the data you've gathered. And finally, you'll learn how to communicate findings and deploy evidence, to boost your design rationale and persuade skeptical colleagues. Design your research Cost justify user research Recruit and incentivise users Discover how to run your research sessions Analyze your results Reporting on results and acting in your findings

Collecting Qualitative Data

A Field Manual for Applied Research *SAGE*

Providing a practical and step-by-step guide to collecting and managing qualitative data, this book focuses on the three most often used forms of qualitative methods: participant observation, in-depth interviews, and focus groups. Designed to be very applied, this textbook includes many checklists and tips for how to use each technique while doing research. It also includes numerous real-life examples and cases so that the reader will benefit from seeing the broader picture. Collecting Qualitative Data: A Field Manual is intended both for beginning researchers and the more experienced research collector.

A Designer's Research Manual

Succeed in Design by Knowing Your Clients and What They Really Need *Rockport Publishers*

Doing research can make all the difference between a great design and a good design. By engaging in competitive intelligence, customer profiling, color and trend forecasting, etc., designers are able to bring something to the table that reflects a commercial value for the client beyond a well-crafted logo or brochure. Although scientific and analytical in nature, research is the basis of all good design work. This book provides a comprehensive manual for designers on what design research is, why it is necessary, how to do research, and how to apply it to design work.

Jobs to Be Done

Theory to Practice

Why do some innovation projects succeed where others fail? The book reveals the business implications of Jobs Theory and explains how to put Jobs Theory into practice using Outcome-Driven Innovation.

Needfinding

Design Research and Planning

For over fifty years, Needfinding has been one of the core classes in the design program at Stanford University. Its premise is that by studying the world around us, we can get a better understanding of what people need, and use those insights to create meaningful new products and services.

Needfinding draws upon theory and methods from anthropology, psychology, engineering and design planning to better equip aspiring design researchers. Much of the class involves hands on learning and project work. This book acts as the primary reference for methods taught in the class. It's now available to students and non-students alike.

Research Practice

Perspectives from UX Researchers in a Changing Field

Research Practice takes you inside the field of applied user research through the stories and experiences of the people doing the work. You'll learn the day-to-day of the practice of user research - what it looks like to work with peers and stakeholders, to raise awareness of research, to make tradeoffs, and to build a larger team.

Quantifying the User Experience

Practical Statistics for User Research *Elsevier*

Quantifying the User Experience: Practical Statistics for User Research offers a practical guide for using statistics to solve quantitative problems in user research. Many designers and researchers view usability and design as qualitative activities, which do not require attention to formulas and numbers. However, usability practitioners and user researchers are increasingly expected to quantify the benefits of their efforts. The impact of good and bad designs can be quantified in terms of conversions, completion rates, completion times, perceived satisfaction, recommendations, and sales. The book discusses ways to quantify user research; summarize data and compute margins of error; determine appropriate samples sizes; standardize usability questionnaires; and settle controversies in measurement and statistics. Each chapter concludes with a list of key points and references. Most chapters also include a set of problems and answers that enable readers to test their understanding of the material. This book is a valuable resource for those engaged in measuring the behavior and attitudes of people during their interaction with interfaces. Provides practical guidance on solving usability testing problems with statistics for any project, including those using Six Sigma practices Show practitioners which test to use, why they work, best practices in application, along with easy-to-use excel formulas and web-calculators for analyzing data Recommends ways for practitioners to communicate results to stakeholders in plain English Resources and tools available at the authors' site: <http://www.measuringu.com/>

All In Startup

Launching a New Idea When Everything Is on the Line *John Wiley & Sons*

If Owen Chase can't find a way to turn his company around in the next nine days, he'll be forced to shut it down and lay off all of his employees. He has incurred substantial debt and his marriage is on shaky ground. Through pure happenstance, Owen finds himself pondering this problem while advancing steadily as a contestant at the World Series of Poker. His Las Vegas path quickly

introduces him to Samantha, a beautiful and mysterious mentor with a revolutionary approach to entrepreneurship. Sam is a fountain of knowledge that may save his company, but her sexual advances might prove too much for Owen's struggling marriage. All In Startup is more than just a novel about eschewing temptation and fighting to save a company. It is a lifeline for entrepreneurs who are thinking about launching a new idea or for those who have already started but can't seem to generate the traction they were expecting. Entrepreneurs who achieve success in the new economy do so using a new "scientific method" of innovation. All In Startup demonstrates why four counterintuitive principles separate successful entrepreneurs from the wannapreneurs who bounce from idea to idea, unable to generate real revenue. You will likely get only one opportunity in your life to go "all in" in on an idea: to quit your job, talk your spouse into letting you drain the savings account, and follow your dream. All In Startup will prepare you for that "all in" moment and make sure that you push your chips into the middle only when the odds are in your favor. This book holds the keys to significantly de-risking your idea so that your success appears almost lucky. Join Owen and Sam for this one-of-a-kind journey that will set you on the right path for when it's your turn to put everything on the line.

This Is Service Design Doing

Applying Service Design Thinking in the Real World *"O'Reilly Media, Inc."*

How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You'll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You'll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success.

Storytelling for User Experience

Crafting Stories for Better Design *Rosenfeld Media*

We all tell stories. It's one of the most natural ways to share information, as old as the human race. This book is not about a new technique, but how to use something we already know in a new way. Stories help us gather and communicate user research, put a human face on analytic data, communicate design ideas, encourage collaboration and innovation, and create a sense of shared history and purpose. This book looks across the full spectrum of user experience design to discover when and how to use stories to improve our products. Whether you are a researcher, designer, analyst or manager, you will find ideas and techniques you can put to use in your practice.

The Life Story Interview *SAGE Publications*

First-person narratives are a fundamental tool of the qualitative researcher. This volume provides specific suggestions and guidelines for preparing and executing a life story interview. Robert Atkinson places the life story interview into a wider research context before elaborating on planning and then conducting the interview. Finally, the book deals with the issues of transcribing and interpreting the interview. The author provides a sample life story interview in the appendix.

Reflective Interviewing

A Guide to Theory and Practice *SAGE Publications*

Qualitative researchers have long made use of many different interview forms. Yet, for novice researchers, making the connections between "theory" and "method" is not always easy. This book provides a theoretically-informed guide for researchers learning how to interview in the social sciences. In order to undertake quality research using qualitative interviews, a researcher must be able to theorize the application of interviews to investigate research problems in social science research. As part of this process, researchers examine their subject positions in relation to participants, and examine their interview interactions systematically to inform research design. This book provides a practical approach to interviewing, helping researchers to learn about themselves as interviewers in ways that will inform the design, conduct, analysis and representation of interview data. The author takes the reader through the practicalities of designing and conducting an interview study, and relates various forms of interview to different underlying epistemological assumptions about how knowledge is produced. The book concludes with practical advice and perspectives from experienced researchers who use interviews as a method of data generation. This book is written for a multidisciplinary audience of students of qualitative research methods.

Lean B2B

Build Products Businesses Want *Étienne Garbugli*

« This is a must read for every B2B entrepreneur, SaaS creator or consultant and business school student. It's the kind of book you don't read once, you go back to it on a regular basis. » - Carmen Gere, CEO & Co-founder, UsabilityChefs
Lean B2B helps entrepreneurs and innovators quickly find traction in the enterprise. Packed with more than 20 case studies and used by thousands around the world, Lean B2B consolidates the best thinking around Business- to-Business (B2B) customer development to help entrepreneurs and innovators focus on the right things each step of the way, leaving as little as possible to luck. The book helps: • Assess the market potential of opportunities to find the right opportunity for your team • Find early adopters, quickly establish credibility and convince business stakeholders to work with you • Find and prioritize business problems in corporations and identify the stakeholders with the power to influence a purchase decision • Create a minimum viable product and a compelling offer, validate a solution and evaluate whether your team has found product-market fit • Identify and avoid common challenges faced by entrepreneurs and learn ninja techniques to speed up product-market validation
« The book will pay itself off in the first couple of pages! » - Ben Sardella, Co-Founder, Datanyze
★★★★ 86% of Readers Rated it 5-Stars

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The Day He Left *Sourcebooks, Inc.*

After he was gone, the only things left behind were secrets Annie has fallen out of the habit of listening to her husband. She and Paul have been married for a long time; it's easy to nod as he drones on, responding to his voice while completely ignoring every word he says. That becomes a problem, of course, when Paul disappears and the police have questions. Was Paul having issues at work? Is there any reason to think he might harm himself? Annie doesn't know. But someone does. An unsettling photo found amongst Paul's things turns the investigation toward his job as a middle school teacher and a troubled girl who is hiding secrets of her own. But what exactly happened to Paul on the day he left for work and never made it to the classroom? Is his disappearance related to a local heroin trafficking operation? As Eddie Mahler and the members of the Santa Rosa Violent Crime Investigations Team rush to find the teacher, they discover the members of his family have hidden lives of their own, and that Paul may not have been running away but toward something that could ruin his career and marriage—and even cost his life.

Just Enough Research

Design for How People Think

Using Brain Science to Build Better Products *O'Reilly Media*

User experience doesn't happen on a screen; it happens in the mind, and the experience is multidimensional and multisensory. This practical book will help you uncover critical insights about how your customers think so you can create products or services with an exceptional experience. Corporate leaders, marketers, product owners, and designers will learn how cognitive processes from different brain regions form what we perceive as a singular experience. Author John Whalen shows you how anyone on your team can conduct "contextual interviews" to unlock insights. You'll then learn how to apply that knowledge to design brilliant experiences for your customers. Learn about the "six minds" of user experience and how each contributes to the perception of a singular experience Find out how your team—without any specialized training in psychology—can uncover critical insights about your customers' conscious and unconscious processes Learn how to

immediately apply what you've learned to improve your products and services Explore practical examples of how the Fortune 100 used this system to build highly successful experiences

Feminist Research Practice: A Primer

A Primer *SAGE*

Feminist Research Practice: A Primer provides a unique, hands-on approach to exploring a range of feminist perspectives of the research process in order to bridge the divide between theory and research methods. Editors Sharlene Nagy Hesse-Biber and Patricia Lina Leavy engage students with a clear and concise writing style and in-depth examples of a range of research methods from ethnography, oral history, focus groups, and content analysis to interviewing and survey research.

The Jobs To Be Done Playbook

Align Your Markets, Organization, and Strategy Around Customer Needs *Rosenfeld Media*

These days, consumers have real power: they can research companies, compare ratings, and find alternatives with a simple tap. Focusing on customer needs isn't a nice-to-have, it's a strategic imperative. The Jobs To Be Done Playbook (JTBD) helps organizations turn market insight into action. This book shows you techniques to make offerings people want, as well as make people want your offering.

UX Strategy

How to Devise Innovative Digital Products that People Want *O'Reilly Media, Inc.*

User experience (UX) strategy requires a careful blend of business strategy and UX design, but until now, there hasn't been an easy-to-apply framework for executing it. This hands-on guide introduces lightweight strategy tools and techniques to help you and your team craft innovative multi-device products that people want to use. Whether you're an entrepreneur, UX/UI designer, product manager, or part of an intrapreneurial team, this book teaches simple-to-advanced strategies that you can use in your work right away. Along with business cases, historical context, and real-world examples throughout, you'll also gain different perspectives on the subject through interviews with top strategists. Define and validate your target users through provisional personas and customer discovery techniques Conduct competitive research and analysis to explore a crowded marketplace or an opportunity to create unique value Focus your team on the primary utility and business model of your product by running structured experiments using prototypes Devise UX funnels that increase customer engagement by mapping desired user actions to meaningful metrics

I Want a UX Job!

How to Make a Career Change Into UX Research

Every researcher started somewhere. Most stumbled into UX from other career paths without any

guidance. This practical book will teach you how to translate your past experiences and frame yourself as a budding researcher. Along the way you'll learn how to develop your skills, join the research community, build your research portfolio, write your UX resume, and find and interview for UX research jobs. If you want a career in UX research, this book is for you.

Qualitative Research in Action *SAGE*

Rather than being a how-to book, this volume examines the ideas and practices of qualitative research in terms of their applicability for an understanding and explanation of the place of qualitative research in the social sciences.

High-Impact Interview Questions

701 Behavior-Based Questions to Find the Right Person for Every Job *AMACOM*

Most prospective hires come well prepared for the formulaic interview questions we have all come to expect. And not surprisingly their answers do not often distinguish them from any other applicant. So the employer is left with no choice but to take a hunch. But with High-Impact Interview Questions by your side, you will no longer have to do your best guess work on what answers are genuine, which are rehearsed, and which will end up not reflecting the employee in the least. This invaluable resource shows you how to dig deeper using competency-based behavioral interviewing methods to uncover truly relevant and useful information. When the candidate is asked to describe specific, job-related situations, the interviewer will gain a clearer picture of past behaviors--and more accurately predict future performance. Complete with advice on evaluating answers and assessing cultural fit, the second edition of this user-friendly guide features dozens of all-new questions designed to gauge accountability, assertiveness, attention to detail, judgment, follow-through, risk-taking, social media usage, and more. By interviews's end, the real person behind the résumé will be revealed and you will be able to make an offer based on accurate findings, not hopeful hunches.

Obama: An Intimate Portrait *Little, Brown*

Relive the extraordinary Presidency of Barack Obama through White House photographer Pete Souza's behind-the-scenes images and stories in this #1 New York Times bestseller -- with a foreword from the President himself. During Barack Obama's two terms, Pete Souza was with the

President during more crucial moments than anyone else -- and he photographed them all. Souza captured nearly two million photographs of President Obama, in moments highly classified and disarmingly candid. Obama: An Intimate Portrait reproduces more than 300 of Souza's most iconic photographs with fine-art print quality in an oversize collectible format. Together they document the most consequential hours of the Presidency -- including the historic image of President Obama and his advisors in the Situation Room during the bin Laden mission -- alongside unguarded moments with the President's family, his encounters with children, interactions with world leaders and cultural figures, and more. Souza's photographs, with the behind-the-scenes captions and stories that accompany them, communicate the pace and power of our nation's highest office. They also reveal the spirit of the extraordinary man who became our President. We see President Obama lead our nation through monumental challenges, comfort us in calamity and loss, share in hard-won victories, and set a singular example to "be kind and be useful," as he would instruct his daughters. This book puts you in the White House with President Obama, and is a treasured record of a landmark era in American history.

Mental Models

Aligning Design Strategy with Human Behavior *Rosenfeld Media*

There is no single methodology for creating the perfect product—but you can increase your odds. One of the best ways is to understand users' reasons for doing things. Mental Models gives you the tools to help you grasp, and design for, those reasons. Adaptive Path co-founder Indi Young has written a roll-up-your-sleeves book for designers, managers, and anyone else interested in making design strategic, and successful.

Prototyping

A Practitioner's Guide *Rosenfeld Media*

Prototyping is a great way to communicate the intent of a design both clearly and effectively. Prototypes help you to flesh out design ideas, test assumptions, and gather real-time feedback from users. With this book, Todd Zaki Warfel shows how prototypes are more than just a design tool by demonstrating how they can help you market a product, gain internal buy-in, and test feasibility with your development team.