

What are you trying to do?



- gather understanding
- generate ideas
- enable collaboration
- make sense
- create a plan
- other

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What kind of data is useful for the project?



- pictures
- interviews
- videos
- collages
- other

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How will you analyze your data?



- Plan how you will utilize the data afterwards, where it will be stored and who has access to it.

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How will you document results?



- Plan the documentation of user studies or collaborative workshops.

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Take three method cards



- Choose one that you consider most important to use
- Why it? How would you use it?

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Define your approach.



- interviews
- workshops
- questionnaires
- desktop study
- expert work
- other

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What are the deliverables?



- service models
- roadmaps
- shared aims
- customer representations
- others

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Whom should the methods engage?



- Discuss possible methods based on the persona cards. If you have no personas yet, flip a participant card.

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How do you begin?



- Discuss what are the first steps for applying methods.

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