

Steps in a Contextual Inquiry Session

Contextual inquiry is a user research method that mixes interviews with observations. They are an excellent way to gain insight into people's work processes, daily routines, how they use different products, and so on. Contextual inquiry sessions follow a clear structure. Here, we summarize the four steps of a contextual inquiry session.



1. Traditional Interview

- Introduce yourself, your project, and the contextual inquiry method.
- Ask questions to get an overview of the activity you are studying



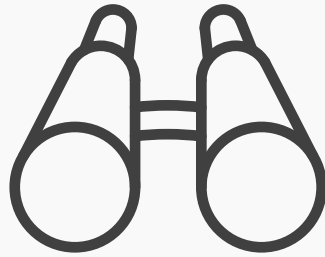
2. Switch to Contextual Interview

- Reset the roles to observation and discussion.
- Remember to introduce Master-Apprentice relationship

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3. Observe and Co-interpret

- Observe the user's activity while taking notes
- Ask clarifying questions about the users' activity



4. Wrap-up

- Share and discuss your overall interpretation of the user's activity
- Ask any follow-up questions you still have
- Thank the user



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User Research – Methods and Best Practices

■□□ Beginner course

User experience (UX) design requires you to understand the pains and pleasures of your users—and user research is the way in which to do just that. In that sense, it's actually the largest part of the field... meaning it's essential for you to have the relevant skills and knowledge if you want to be competing with the best. In our course [User Research – Methods and Best Practices](#), you'll learn the best practices for getting first-hand knowledge of your users, thus enabling you to design the optimal product—one that's truly relevant for your users and, subsequently, outperforms your competitors'. In the course you'll be equipped with templates that will give you pointers on how to effectively interview your users, conduct observations, and best present your findings to stakeholders. You've already downloaded one template, now take the next step and master the full range of user research techniques!

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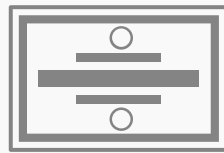
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