

CONTEXTUAL INQUIRY

DESIGN ICEBERG COMPANION / Record evidence and assumptions separately. Name the decision and date your version.

ACTIVITY, SETTING & CONSENT

Research focus, participant role, boundaries and recording choices.

OBSERVED

What happened, in sequence?

PARTICIPANT EXPLANATION

What did the person say about it?

RESEARCHER INTERPRETATION

What might it mean?

TOOLS, PEOPLE & INTERRUPTIONS

What shaped the activity?

INTERPRETATION CHECK

What did the participant confirm or correct?

Original Design Iceberg working sheet. Use alongside the guide; adapt to the question and setting.

BELOW THE SURFACE

Review the interpretation before acting. Preserve the evidence, uncertainty and reasoning behind the next decision.

WORKAROUND

Which observed step deserves attention?

PROTECTIVE FUNCTION

What error or uncertainty might it prevent?

CONSEQUENCE OF REMOVAL

Who would notice and who would recover?

ALTERNATIVE ARRANGEMENT

Can the useful function be preserved differently?

CONTRARY CASE OR EVIDENCE GAP

What challenges this interpretation?

NEXT CHECK / OWNER

What must be learned before changing the workflow?