

USER INTERVIEWS

Define the question before filling the canvas. Use a separate copy for a different scenario or decision.

01 / SCOPE, QUESTION & DATE

What decision should this work support? What is inside the boundary?

02 / RELEVANT EXPERIENCE

Who can help answer this question? Which perspectives are absent?

CONSENT & ACCESS

Recording choices, support needs and secure handling of notes.

03 / TOPIC 1

Open prompt, concrete event and neutral follow up.

03 / TOPIC 2

Open prompt, concrete event and neutral follow up.

03 / TOPIC 3

Open prompt, concrete event and neutral follow up.

04 / CLOSE & DEBRIEF

What else matters? Separate immediate observations from interpretations.

BELOW THE SURFACE

An explanation is also a reconstruction. Record reasoning before committing to the next step.

EVENT & SOURCE

What happened, according to which account?

CONTEXT AT THE TIME

What information and choices were available?

QUOTE / OBSERVATION

Keep the participant wording separate from paraphrase.

INTERPRETATION

What might this mean? What else could explain it?

GAP OR CONTRARY ACCOUNT

What evidence could change the interpretation?

NEXT RESEARCH / OWNER

How will the team investigate the uncertainty?