



User Interview Discussion Guide Template

Your discussion guide is a list of prompts that help you cover the topics of your project. It's almost a script, but it will change and evolve based on your topic(s), team and users. It's important to spend time preparing this document so that you don't miss anything during your interviews.

The discussion guide will start broad, but as you progress through the interview, it will become **more specific.**

This template provides a general jumping-off point for your discussion guide, adjust as you see fit.

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	Your prompts and questions go here	Answers and feedback go here
Context	• Introduce yourself and what your research is about. - Hi, I'm Violet. I want to find out about people's online banking behaviors. • Ask your participant to introduce themselves and share a bit about themselves. • The goal is to set the topic and expectations of the interview.	
Focus Questions	• These will cover the key topics of your interview. - Do you bank online? - Who do you bank with? - Do you use their app?	
Probe Questions	• These questions are related to your focus questions and cover important things that were not covered in the focus questions. - Why do you bank with Thyme bank? - How long have you banked with them? - Do you like their app? - Do you do most of your banking on your computer or on your phone?	
Closing	• Thank your participant for their time. • If applicable, ask for referrals or follow-ups. - Thank you for your time Tim, we really appreciate it. - Do you know anyone else we can speak to? - Would you like to receive the final report?	

Discussion Guide Template

	Prompts & Questions	Answers & Feedback
Context		
Focus Questions		
Probe Questions		
Closing		

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