

Template

Discussion Guide: _____

Today we are talking with: _____

Get to know you

- ★ Tip: Avoid questions that will result in yes or no answers
- ★ What neighborhood are you from?
- ★ How did you come into the work you do?
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Current Practices

- ★ Can you tell me about your service or situation?
- ★ How do you provide your service to others? / How do you use this service?
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Process

Extract details about their journey and experience

- ★ Tell me a time when ...
- ★ Can you think of an example when ____ happened?
- ★ How do you communicate with a client or service?
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Aspirations

- ★ What would make your job or service easier and more effective?
- ★ What information and tools do you wish you had?
- ★ What additional training would be useful to you or others?
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Read more about how to use this template under
Talk with People at nyc.gov/servicedesign

