

User research for government services

Day 1

09:30 Arrival, security, welcome, introductions, agenda, admin

10:00 Introduction

Presentation: What is user research for government services

Exercise: Your questions

10:30 Learning about users

Presentation: Start with needs, start in discovery, this is for everyone

Exercise: Research questions

11:30 Break

11:45 Listening to people

Presentation: Interview and listening techniques

Exercise: Power of active listening

Exercise: Plan an interview

12:45 Lunch

13:30 More listening

Exercise: Take turns doing interviews, being interviewed and taking notes

14:15 Working in a team

Presentation: User research in agile service design and delivery

15:00 Break

15:15 Analysing research data

Presentation: From research data, to observations, findings and next steps

Exercise: Extracting observations from research data

Exercise: Producing findings

Exercise: Deciding next steps

16:15 User research at GDS

Show and tell: GDS user researcher

Visit: GDS service team

17:00 Close

User research for government services

Day 2

09:00 Arrival, security, welcome, introductions, agenda, admin

09:30 Making a better service

Presentation: Find what works, reduce risk, reduce waste

10:15 Usability testing

Presentation: Usability testing, think aloud and highlighter test

Exercise: Choose something to test

Exercise: Identify test tasks

11:00 Break

11:15 Usability testing (continued)

Exercise: Take turns moderating and being a participant

Visit: GDS user research lab

12:15 Lunch

13:00 User needs

Presentation: Identifying user needs from research findings

Exercise: Create user needs from findings

13:45 User research practices

Presentation: Recruitment, incentives, consent, privacy, safety

14:45 Break

15:00 Sharing results with the team

Presentation: Using new style writing to present findings

Exercise: Presenting findings and recommendations

16:00 Close