**USER INTERVIEW TEMPLATES**

**Follow-up/Probing Question Samples**

**1) Tell me more**

**When to use:** Participant provides a short or generalized answer; there are interesting details you want to understand better. Just about any important questions can use these

* Can you tell me more about that?
* Can you [give/show] me an example?
* What would that look like?
* How do you do that?
* If I were watching you do this, what would I see?
* I want to make sure I understand this. Can you explain it further?

**2) Clarification**

**When to use:** Participant uses an unclear or vague term; there are multiple possible interpretations.

* What do you mean by that?
* You mentioned [term or phrase]. Can you help me understand that better?
* When you say [term or phrase], what are you actually doing?
* How do you define [term or phrase]?

**3) Thoughts & emotions**

**When to use:** Participant emphasizes a certain need, behavior, or problem without explaining why; you want to understand the emotional impact of an event or problem.

* What was significant about this to you?
* Why was that important to you?
* What made you [think/ say/ feel/ do] so?
* What motivate you to [take certain action] in this situation?
* Why does that stand out in your memory?
* Why do you think you noticed that?
* How did that make you feel?

**4) Quantity**

**When to use:** To understand the scale of a problem.

* How many times does this happen?
* How long did it take you to complete the whole process?

**5) External factors**

**When to use:** Participant mentions another person or condition affecting their actions, or they don't mention that at all and you want to check if these factors exist.

* What influence your thinking about this?
* Is there any other person involved in this process?
* What were other people doing then?
* How did other people respond to that?

**6) Variation**

**When to use:** After participant provides specific examples of scenarios, pain points, or processes; you want to know edge cases.

* You mentioned X, Y, Z. Is there anything else you do when you…?
* Do you always [do this] this way?
* What other [scenarios/ tasks/ challenges] do you encounter?
* What else might trigger this process?
* What might make you [do this] differently?

**7)** **Redirect tangent**

**When to use:** Participant goes off on a tangent.

* How does this relate to the topic we started with?
* Can you recall the associations that led you from our original topic to this one?

**8) Acknowledge strong emotions**

**When to use:** Participant has strong emotional reactions (get angry, cry…) while answering the question. Wait till the person is calmed down and confirm they want to continue to interview.

* Do you want to say something about why this topic generated such strong emotion for you?
* If you don't mind sharing with me, what about this topic prompted such strong emotions for you?

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*Full article explaining how to use these follow-up questions:* [*A beginner's guide to asking follow-up questions in user interviews*](https://uxdesign.cc/a-beginners-guide-to-asking-follow-up-questions-in-user-interviews-2fbeba124712)*.*

*More resources like this:* [*Free UX Research Templates*](https://taylornguyen.ca/ux-research-templates)*.*