

Validation workshops. Building and Validation Methodology

User test

Step 1. Prepare workshop

- Get the [prototype](#) ready. Check several times if all links are correct. Use mylink2 to test the links and prototype works as expected.
- Make sure you know the goal, what you want to achieve/validate. To be able to do this, use the [hypothesis framework](#). This would help you to set the questions you would like to ask in case the user is not talkative.
- Chose the [customer](#) or internal people that would do the user test. List of contacts of interest can be found in LINKnet
 - [Northern Europe customer care, sales and product](#)
 - [Global Sales](#)
 - [Group Product Experts](#)
- Send invitations. You would need at least 5 inputs, but it can vary depending on your needs.

Step 2. Conduct workshop

- Let the user interact with the prototype and observe
- Use “Think Aloud” method, see example of it here: [Demo: How to think aloud while participating in a usability test](#)
- Guide only when absolutely necessary
- if the test person is not very talkative you can ask questions like “what are your thoughts right now?”, “what do you think about this?”, “how does this make you feel?”, “did you expect this to happen?” etc.
- don’t answer any questions regarding the interface or functionalities
- After the test person has finished you can ask follow up questions. Make sure you touch upon all your concerns to be able to validate.

Step 3. Conclude the workshop

- Include the recording in [Dovetail](#) tool, following the [methodology fo Dovetail](#). You should be able to create in Dovetail a:
 - List positive and negative feedback.
 - List the changes to be done in the current prototype based on the feedback.
 - List ideas for future iterations.
- Include the validation summary information in the research presentation. Follow [this](#) template.

Feedback

You might need feedback on a specific item or a more overall feedback. For that you can conduct this kind of workshops.

Step 1. Prepare workshop

- Get the scribble, mockup, design or prototype ready
- Make sure you know the goal, what you want to get feedback on. To be able to do this, use the [hypothesis framework](#). This would help you to set the questions you would like to ask. It is important to have prepared questions beforehand.
- Chose the [customer](#) or internal people that would do the user test. List of contacts of interest can be found in LINKnet
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 - [Global Sales](#)
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- Send invitations: You would need at least 5 inputs, but it can vary depending on your needs.

Step 2. Conduct workshop

- Show the scribble, mockup, design or prototype and explain functionalities that are not visible.
- Remain neutral. Don't explain why certain decisions have been taken before getting feedback.
- Ask for their impression. Welcome them to express all their thoughts. Is anything unclear or complicated? What did they like, what not and why? Is anything important lacking? Can anything be removed?

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