User research for government services

09:30 Welcome and introduction
Presentation: What is user research for government services
Exercise: Your questions

10:00 Learning about users
Presentation: Start with needs, start in discovery, this is for everyone
Exercise: Research questions

11:00 Break

11:15 Listening to people
Presentation: Interview and listening techniques
Exercise: Power of active listening
Exercise: Plan an interview
Exercise: Take turns doing interviews, being interviewed and taking notes
Presentation: More learning techniques

12:45 Lunch

13:30 Working in a team
Presentation: User research in agile service design and delivery

14:30 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

15:15 Break

15:30 Making a better service
Presentation: Find what works, reduce risk, reduce waste

16:15 Sharing results with the team
Presentation: Using new style writing to present findings
Exercise: Presenting findings and recommendations

16:45 Review
Presentation: Service manual, meetups, mailing lists, etc.
Presentation: Recap of key points

17:00 Close