PROBLEM SOLVING · WORK WITH UNCLEAR INPUTS

# Question Finder

Play back what you'd build — and find the question they actually needed answered.

You _____

Requester / date _____

## 1 THE REQUEST, AS GIVEN

*exactly as written — don't interpret or improve it yet*

## 2 THE PLAY-BACK — WHAT WE'D BUILD

*the hero move*

***"If we did exactly what you asked, here's what we'd build…"***

*Describe the concrete thing — screens, output, behaviour — specifically enough that they can picture using it.* **Describe, don't summarise.**

## 3 WHAT THEY SAID

*"not quite…" "actually…" "what I really want is…"*

***Then ask: "What would you do with that?" — keep asking until they describe the outcome, not another solution.***

## 4 THE REAL QUESTION

*one sentence — the question that, if answered, gives them what they actually need*

### 5 · CONFIRMED?

☐ ***"Yes — that's what I actually needed."***

*If they hesitate, you're not there yet.*

***A request can be perfectly clear and still be the wrong question.***

Describe, don't summarise · don't challenge — describe · you're not done until they confirm · don't start designing until the real question is agreed

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