

What are they really asking for?

Uncovering the right problem in discovery meetings.

Austin Walker

My Background



2 Years



6 Years



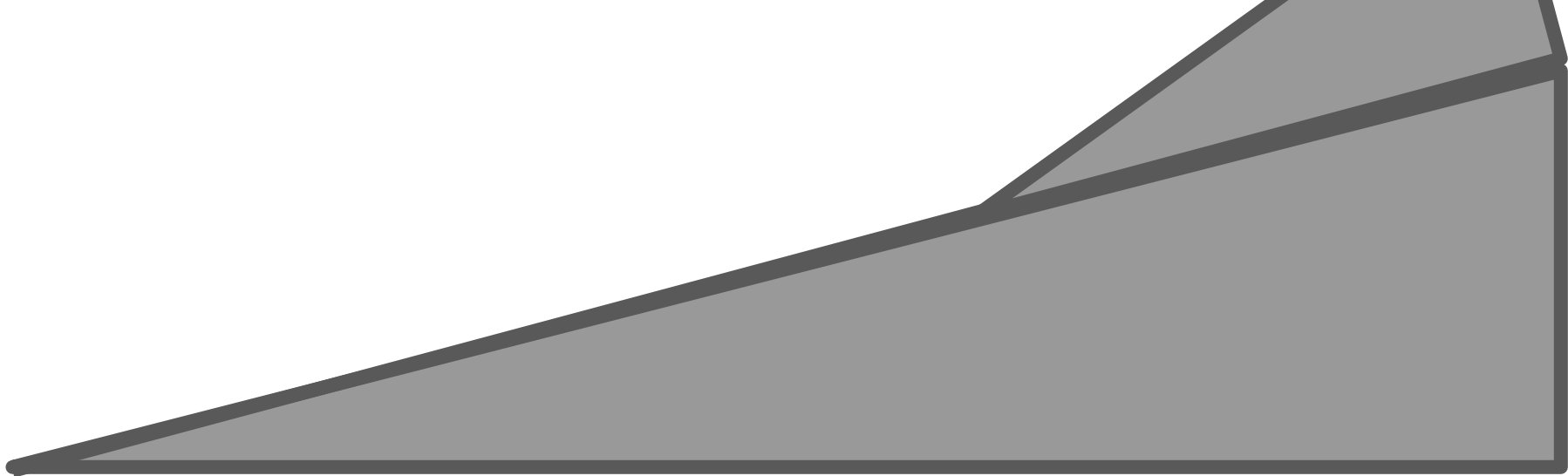
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Time



Time

Impact of a Good Decision Made Downstream



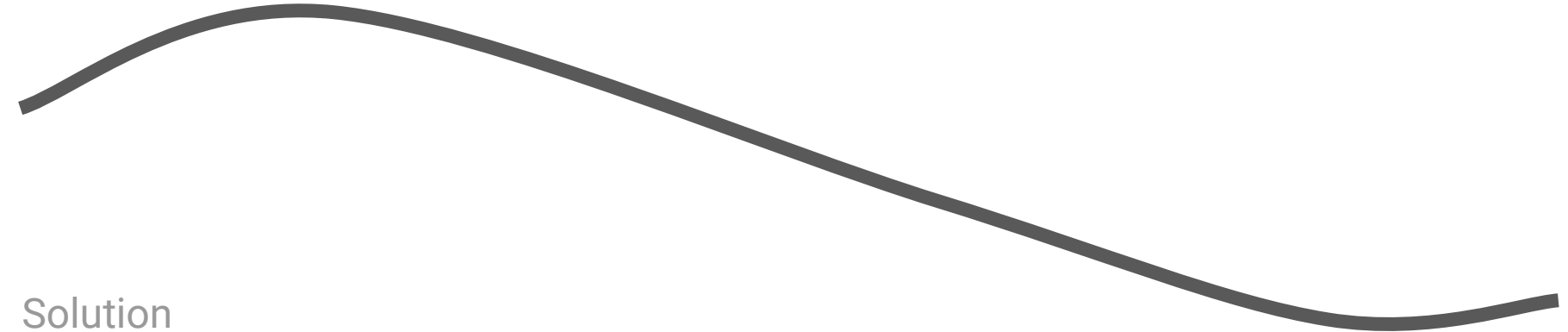
Time

Impact of a Good Decision Made Upstream

Discovery Meetings



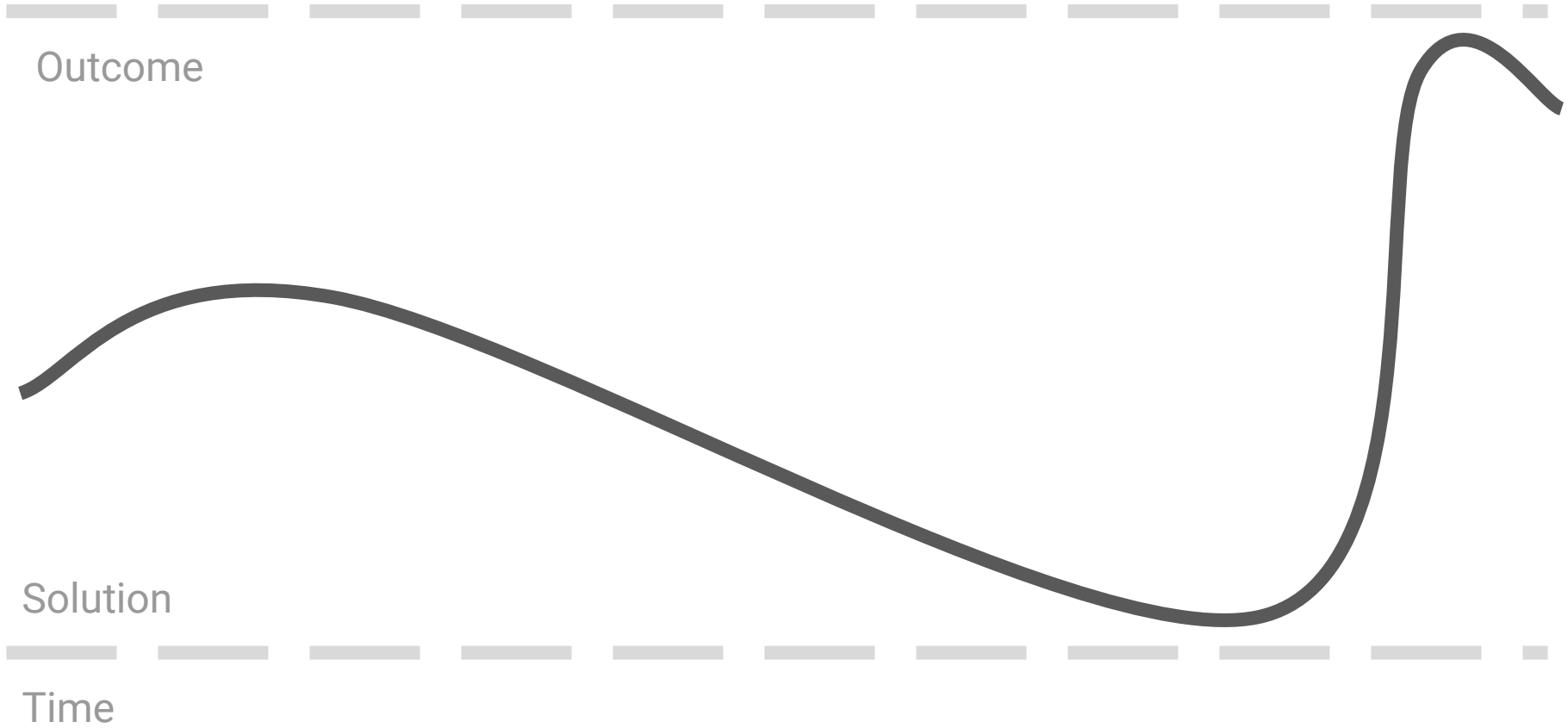
Outcome



Solution

Time

“What You Want” Discovery Meetings



“What You Need” Discovery Meetings

Let's say we build this solution, how will we know if it was a success?

**Let's say we build this, other than it's
out there, what's changed?**

If we build this and it doesn't achieve the outcome you specified, is that a failure?

How confident are we that X will lead to Y?