

DISCOVERY CARDS



These discovery cards provide guidance on **asking questions** to reach a good set of **agreed examples** or **scenarios**.

5 Ws and 1 H

Asking a wide range of questions based on the keywords **what, why, where, when, who** and **how**, can reveal **unexpected information**.

Example

Q: **Who** is going to use this functionality?

Q: **How** often will this functionality be used?

Q: **What** other functionality will be affected by this?

Use it when...

Few details are available from the stakeholder, early in the conversation.

Watch out

It's easy to become fixated on one question type. Make an effort to vary the type of questions.



Imaginary demonstration

Asking the stakeholder to walk everyone through the demonstration they hope to see once the story is implemented, will reveal their expectations and give you a starting point to ask questions.

Example

Q: How would you demo the feature?

Q: Talk us through the demo you expect to see.

Use it when...

The stakeholder struggles to give an initial example.

Watch out

Lots of imaginary implementation details may be mentioned; a simpler solution could be to ask follow-up questions to find the **why**, and then create and discuss new examples from the **why**.



5 Whys

Asking **why?** (up to 5 times) can uncover the real value or purpose behind a feature request or rule. Understanding the **why** can lead to useful insights such as a simpler solution or conflicting requirements.

Example

A: I would like to reward loyal guests when they check in

Q: Why?

A: Because I want to promote loyalty to the hotel's brand

Q: Why?

Use it when...

You don't understand the reason for doing something a certain way, or behind a request for particular functionality.

Watch out

Ask **Why?** only until your understanding is satisfied, not always 5 times. If you use this too often people may feel frustrated by being put on the spot.



Else questions

These can help identify people and things that will be affected by your work that haven't been discussed yet.

You can combine the keyword **else** with 5 Ws and 1 H to great effect.

Example

Q: **Who else** needs to know this?

Q: **What else** could this be?

Q: **Where else** will this be used?

Use it when...

Several core examples have been discovered but you want to ensure you cover all your bases before committing to work.

Watch out

When using **else**, keep it focused on the people and things that matter; be careful not to use **else** questions to guess everything up front.



Clarifying questions

These sometimes feel like you're stating the obvious, but they can help to confirm understanding about a given example. They often highlight when team members have different interpretations and help to solidify ideas.

Example

Q: What do you mean by?

Q: So, is X like Y?

Q: Can you give me an example?

Use it when...

- › The team is newly formed
- › A new member joins the team
- › The team has just started practising BDD

Watch out

Clarifying questions are intended to ensure the team has shared understanding; take care when forming them so that they don't sound like an attack on others.



Funnel questions

Listening and using the previous answer as the basis for your next question, allows you to refine and hone in on details uncovered by earlier questions.

Example

Q: How many bookings can a user have?

A: Five

Q: Is there a reason for the limit?

A: I don't want users manipulating availability

Use it when...

The conversation has already been established and you need to dig deeper into the details.

Watch out

This technique requires good active listening skills to pick up on details; trying to write notes at the same time can make this difficult.



Injecting uncertainty

Making the **Then** steps of an example uncertain by injecting the word **should** can trigger the brain to think or ask **What else?**

Example

Then the guest **should** be upgraded to a superior room

Use it when...

Full examples have already been created and you want to see if you have missed anything.

Watch out

Some teams don't like to leave the **should** within examples; if appropriate, you can remove **should** when development starts.



Active voice

An active voice is where the actor performs the action denoted by the verb. Writing 'Then' steps in an active voice can uncover hidden actors and possibly new examples.

Example

When the **guest** checks in

vs

When the **receptionist** checks in the **guest**

Use it when...

Full examples have already been created and you want to see if you have missed anything.

Watch out

This technique takes a bit of practice to get right. You want to balance writing well-written examples with active voices, to ensure the example is clear to everyone.



Nouns

Identifying nouns, or compound nouns, in an example and attempting to replace them with similar nouns, can help uncover new and important information that leads to further discussions.

Example

When the guest books a **standard room**

What about when it's not a 'standard room', but a 'premium room', 'junior suite' or 'penthouse'?

Use it when...

Full examples have already been created and you want to see if you have missed anything.

Watch out

The intention is to discover other important factors that are affected by your example, not to exhaustively test it.

