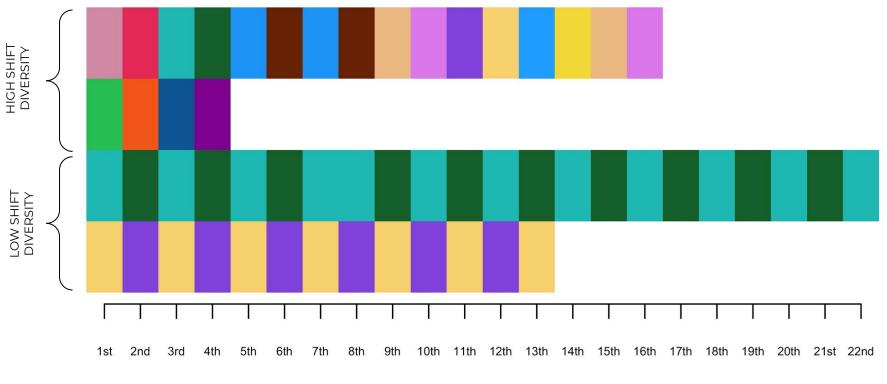


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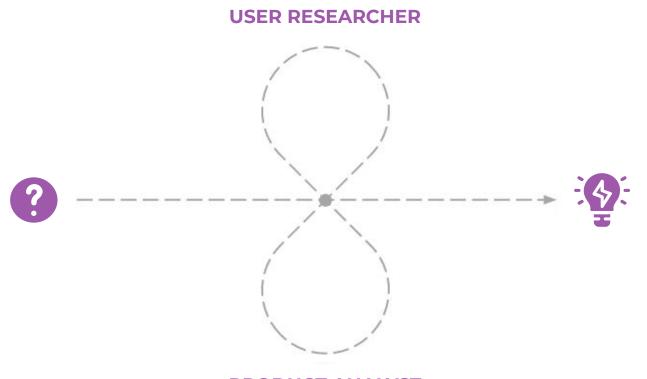
Product Analytics & User Research

by Marieke McCloskey

How do you learn about a new audience?



Shift #, ordered by date



PRODUCT ANALYST

UserTesting's 2020 CX Industry Report



proactive customer-driven decision making

"You're already equal. If you are a person who studies people then you are a person who understands data."

-Ovetta Sampson

Opportunity







Share an example of feedback that led to change

Have you made any changes lately that were sparked by a conversation with your team? If so, give credit where credit is due.

In a team meeting this week, tell the story of how input from a team member led to change. Use it as an example of why everyday feedback—even critical

Opportunity

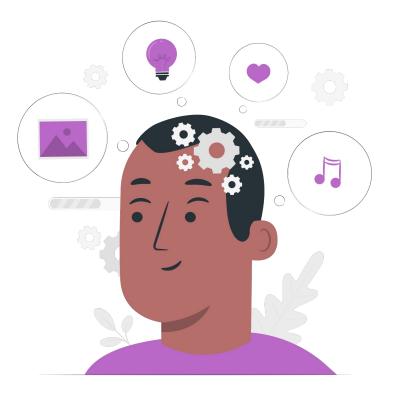
How do we align the company on what matters?

What makes some people love Humu?

How do show admins that employees are engaging?



Human-centered Product focused Intrigued



#cheersforpeers \Im

Add a topic

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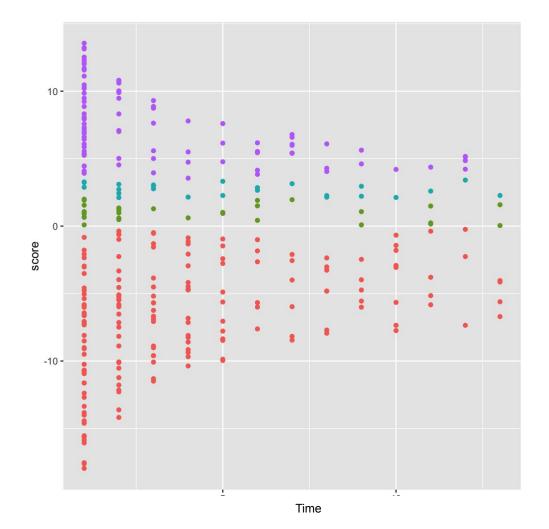
13:04 Mark OMG! I was looking for a channel like this a couple weeks ago.

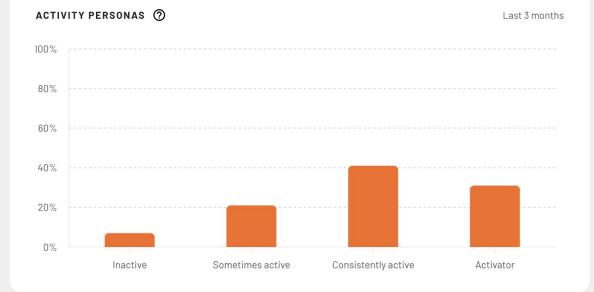
I want to give a huge shoutout to @Marieke for not only doing the user interviews with but going above and beyond in creating space for other Humuns to join these interviews. I got to hear directly from people who use our product and it was so insightful.

Furthermore I was in absolute awe of her interviewing skills. I took a class in grad school on how to do this and realized that it's not my strength (I get too excited). I'm so glad we have someone on our team that absolutely crushes it and can pull out information even when the person on the other side is relatively reserved.

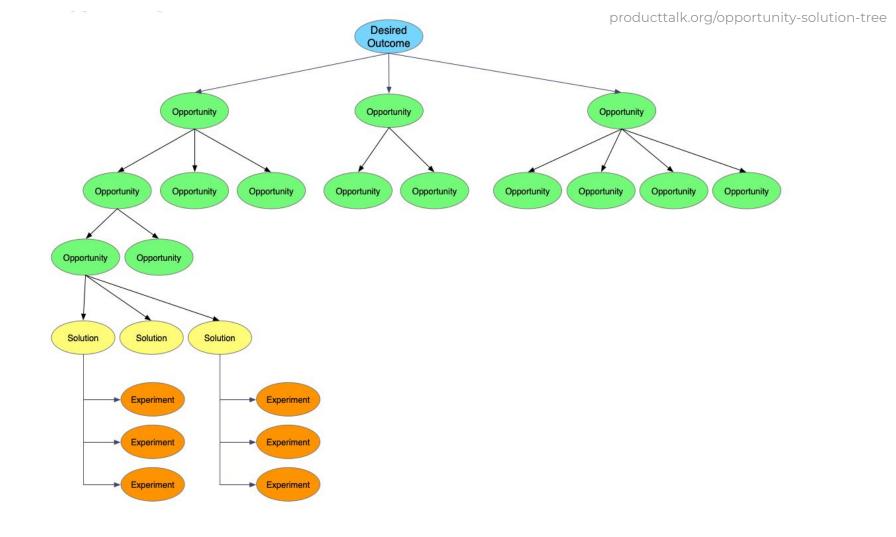
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2 replies Last reply 3 months ago



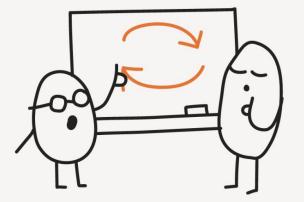






"Finding out more about these most active users is a key priority this year."

-Laszlo Bock, CEO of Humu



Extend a personal invitation

In your next meeting, ask yourself: Who might have a valuable perspective, but isn't in the room? Let that person know exactly why you'd be excited for them to join a future meeting—and make sure they're on the invite!

Thanks /in/mariekemccloskey

You're not alone!

- 1. <u>Why Data Science and UX Research Teams are Better Together</u>
- 2. <u>The Product Manager Superpower: User Science</u>
- 3. <u>Toward a More Perfect Union: Marrying User Research and Data Science for Human-Centered AI Design</u>
- 4. <u>"Right problem, right solution, done right"—The Vanguard of User Research</u>
- 5. <u>Cross-disciplinary Insights Teams: Integrating Data Scientists and User Researchers at Spotify</u>