

How can you improve your requirements gathering techniques?

- 1 Know what you're eliciting; initial information gathering may be needed prior to planning.
- 2 Know why you're eliciting and the intended use of the results.
- 3 Learn when to use each of the 11 available elicitation techniques.
- 4 Develop strong active listening techniques.
- 5 Request clarifying examples from SMEs and incorporate them into your requirements.
- 6 Ensure that your SMEs know the purpose of your elicitation session.
- 7 Use divergent and convergent thinking techniques to generate options then evaluate, group and select which option you will start with.
- 8 End elicitation when you have gathered enough information on which to base an informed decision.
- 9 Provide project context to your audience before beginning elicitation.
- 10 Plan to validate requirements frequently.
- 11 Include open-ended questions in your sessions.
- 12 Hold the session only when you have all the right people gathered.
- 13 Identify the relevant stakeholders involved and make sure you have insights from the different perspectives those stakeholders represent.
- 14 Don't try to learn too much in one elicitation session – you will get overwhelmed.
- 15 Be aware of cognitive biases that might influence stakeholders or even yourself.