

The Job-Shaped Task

Write a usability test task as one sentence, so it measures your structure, not their reading.

When **[situation]**, you want to **[intent]**, so you can **[outcome]**.

The clauses go in **any order**, one of each, up to three.

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Situation

The circumstance they're in.

"You've just moved house."

•
Intent

The goal they're after. The one clause you can't drop.

"You want parcels sent to the new address."

•
Outcome OPTIONAL

Why it matters, if it sharpens the goal.

"So the next delivery arrives right."

CUT THESE TWO CLAUSES

✗ **Directions**

"Go to the Payments menu..." gives away the click.

✗ **Trailing questions**

A bare "where would you find this?" just repeats the test.

BEFORE → AFTER

✗ "Open Settings and turn off notifications. How would you do this?"

✓ "The app sends you too many emails and you want them to stop."

1 One sentence, at most three clauses.

3 One of each, never two intents.

2 Only situation, intent, outcome.

4 Avoid reusing words from the tree.

