

Information-Gathering Outreach Scripts

by Sara Paul

Use these scripts for common outreach scenarios. Modify them to fit your needs.

Requesting information

Hi **[Name]**,

I'm a designer on **[team]** working on improving **[outcome]** for our users. I've been diving into the problem and my current hypothesis is **[hypothesis]**. I'd love to make sure I'm not missing anything your team has already learned or worked on. Would you be open to sharing any related documents? I am happy to share what we've pieced together so far, too. If it's easier to have a brief chat, I'm always up for that.

Thanks so much,

[Your name]

Asking a Domain Expert for Guidance

Hi **[Name]**,

I'm a designer on **[team]** working on **[brief description]** and hoping to improve **[outcome]** for our users. I've been trying to get a better handle on **[domain topic]** and **[Name]** mentioned you'd be a great person to talk to. My current hypothesis is **[hypothesis]**, but I'd love to pressure-test it with someone who really knows this space. Would you have 20–30 minutes? I want to make sure we are designing something that actually reflects how things work in practice.

Thanks so much,

[Your name]

Reaching Out to a New Crossfunctional Partner

Hi **[Name]**,

I'm a designer on **[team]** working on improving **[outcome]** for our users. I've been diving into the problem and my current hypothesis is **[hypothesis]**. Given your **[their area of expertise]** expertise, I'd really value getting your input on what we should be considering. Would you have 20–30 minutes? I would love your perspective.

Thanks so much,

[Your name]