Practicing CI Interview Interpretations

Learning objectives:
1. Practice roles in interpretation session.
2. Broaden interviewer’s focus to see more data while interpreting interview information.
3. Practice creating work models and affinity notes
Interpretation Session

starts with brief customer profile
next draws physical model
finally describes everything in order that it happened

use flips charts so all can see, raise issues if problem seen

1 person for flow and culture
1 person for sequences
artifacts analyzed as they come up in the interview
add to models as points come up in the interview story
things go in models only if interviewer saw it or got it through a retrospective

online notes: projected for all to see

not discussed (especially design ideals)

once written down, the mind can concentrate on the customer's work instead of the idea that they had

influences from cultural model
breakdowns
suggested format: user number, sequence number, role

keep conversation on:
what happened in the interview and what do we need to capture from it
keep meeting on track

in practice everyone has this role

ROLE: Recorder

one person walks through the interview

entire team participates, output is work models

rest of team listens, questions, draws models, records issues, interpretations, and design ideas

ROLE: Moderator

ROLE: Rat Hole Watcher

ROLE: Work modelers
In-class Activity (25-30 min)

Work with your entire project team. At least every 10 min switch roles so someone else is telling about the retrospective interview and everyone else does a different task. You should try to get through 3 interview interpretations. (If it doesn’t take 10 min to get through an interpretation, switch sooner.)

• Roles:
  – Person who took the notes during the retrospective interview
    • Tells the story of what happened, creates Physical model and Artifact models
  – Everyone else:
    • 5-person team:
      – 1 person is Moderator
      – 1 person create Notes for Affinity diagram
      – 1 person creates Flow and Sequence models
      – 1 person creates Cultural model and helps with Sequence model
    • 6-person team:
      – 1 person is Moderator
      – 1 person create Notes for Affinity diagram
      – 1 person create Flow model
      – 1 person creates Sequence model
      – 1 person creates Cultural model