Self-notes: Listen more than you speak.

Next, remind yourself to listen.

Ask questions, be unbiased and keep it unemotional.

How intuitive do they find the app? Are there any features or commands that consistently confuse them or others?

Which situations do you require the most assistance with?

Few weeks down the line questions –

How accurate have you found the advice to be?

Which areas has it failed to give you accurate information?

Which features would greatly improve their workflows?