An outline for discussion guide

INTRODUCTION

Ease into the interview/discussion. Try and make it conversational vs. a question answer style.
Tell them why you are there.
Be friendly and enthusiastic...show that you care.
Let them know the information they share will be kept confidential and will only be used for this class project.
THANK THEM for taking the time to meet with you.

USERS

Break the ice
Name
Demographic information age, gender.
Start of by having them talk about their job (title), typical day etc.
Keep this narrative.

ENVIRONMENT

Capture the environmental conditions as well as the people and objects in the environment. Indoors, outdoors, lighting, noise etc.

PROBE FOR DETAILS

Go into detail about their activities, tasks, job, day etc.
Record information on interactions. Create visual maps of processes, structures etc.
Develop lists
Get them to share their emotional experiences. Tell me about your likes/dislikes?
Collect quantitative data. How long do you talk on the phone? How may emails a day? How may patients do you see a day?
Be a detective....investigate. ...Ask WHY?WHEN?WHERE?WITH WHO?WHAT IF?
Be curious
Act out situations, try and put your self in their shoes, have empathy.
Ask about desires, beliefs, habits, motivations, behaviors, preferences.
Ask open ended questions that get more then yes/no answers. For example: If you asked... "Do you like to teach? " That could lead to a yes or no answer. The question to ask is "What is it that you like or dislike about teaching?"

REFLECTIONS

Talk about what you have learnt, share insights.
Clarify contradictions, misunderstandings etc.
Ask how things might be different from a year ago etc.?

WRAP UP

Ask if they have anything else they would like to share. This gives them a last chance to share anything they might have forgotten.
Thank them again for their time. Reassure confidentiality of the information.
Tell them they have been a great help.
Check if it would be OK to call them back for clarification or for a follow up visit.