

## **Semi-Structured Interview Guide**

1. Prior to interview: look briefly at participant usage data (moods shared / status messages posted etc.)
2. Write down the pseudonym of the participant.
3. Check if everything of this participant has reached us (the 2 questionnaires and consent form)
4. Export Local Data
5. Ask whether English is fine
6. Ask for recording permissions
7. If yes, start recording

### **General Ice breakers**

1. How long have you been part of the team and how well do you know the other team members?
2. [RQ4] Please talk a little bit about how you used AmbientTeams during the last couple of days.
3. Do you have any concrete examples on how you used AmbientTeams yesterday (or the day before)?
4. Did your usage change over time and if so, how?

### **Typical Communication Behavior**

5. [RQ3] Did your general way of interacting with your team members change with the usage of AmbientTeams? If so, how and why?
  - prompt for potential changes inside AmbientTeams, but also outside
  - Tools, informal communication, meeting style
  - What they share with each other / what they talk about
  - How and if they find out how others feel

### **Mood and Context Sharing**

6. [RQ1] What do you generally think about sharing moods/status messages inside your team? Do you see a need for it? if so, why?
7. [RQ1 & RQ2] What would you say motivated you to share something yourself?
8. Did you notice that your and your team-mates' avatars were fading out? Did this somehow influence you for sharing yourself?
9. [RQ2] What did you generally share with your team? And why? (this question is slightly different for each participant, depending on the individual usage)
10. [RQ2] Did you also share negative moods/states when you didn't feel so good? If so, when and why, or why not?
11. How did you previously share moods and states (e.g. with Slack, Teams, Zoom)? If they did share moods/states: Do you prefer AmbientTeams over your old way sharing moods/states? Why/Why not?

### **Information Consumption / Awareness**

12. [RQ3.1] Was there anything you learned from AmbientTeams about your team members? Was this something you didn't know about them before using AmbientTeams?

- Was it helpful to learn about the moods/states of your team mates? If so, why or why not? Do you have any concrete examples?

13. [RQ3] Did the awareness on your team members' moods and states affect you in any way?

Potential questions if they don't answer:

- Did it make you feel better/worse about your work?
- Did it alter what you shared with your team members? (e.g. did you share less/more information with them over time?)
- Did it impact what you know about your team mates' well-being? Is it important to you?
- Did it impact you knowing about your team mates' progress and/or tasks they're working on? Is that information important to you?

14. [RQ3] Do you know if sharing your states/moods had an impact on your team members? Did it have an impact on yourself?

### **Broader Impact of AmbientTeams**

15. Did/does AmbientTeams have an impact on the frequency of communication and when you share information with your team? (Both inside AmbientTeams and in general, e.g. other tools)

Examples if they don't have ideas:

- More connected to your team? Impact on the number of meetings you had? Less/more time spent in other communication tools? More informal communication? Topics you talk about? AT useful for better small talk topic selection? etc. etc.

16. [RQ3] Was there anything else that you learned or changed from sharing and seeing moods/states with AmbientTeams?

17. [RQ3] With the information that you could gather from AmbientTeams, would you say it could potentially lower the barrier (Widerstand/Hemmschwelle) to communicate?

## **AmbientTeams Glanceable Display and Features**

18. [RQ4] Did you use the ambient window? If yes: How did you like it and why? (Can you think of scenarios where you would use it more?)

The ambient window itself was created as a glanceable display, which is always on top. How did this influence your focus at work? Did it sometimes interrupt and/or distract you? Do you think this should be improved/changed? If so, how?

19. [RQ4] Did you use the teams overview window? If yes: How did you like it and what information did it provide it to you? If no: Why not? Can you think of scenarios where you would use it more?

- Usefulness of the provided information

20. [RQ4] Does AmbientTeams integrate well into your existing work-flows, or could this be improved?

21. [RQ4] Compared to traditional communication tools (such as Slack, Teams, Zoom), is there a difference in the types of content and information that you share with your team using AmbientTeams? Why is that?

## **Improvements to AmbientTeams**

22. Would you consider the past couple of workdays to be typical? (was there something unplanned, extraordinary, etc.?)

23. We are thinking of adding a feature that will detect your current mood and fatigue from a webcam and automatically display it to your co-workers, similarly to what you now did manually. What are your thoughts on such an automated feature?

Follow-up, either:

1. Do you think it would be important to always confirm what is being shared within your closest team?
2. How would that change if you had to confirm what is being shared before it is actually shared?

24. Could you see yourself using AmbientTeams after the study? Why/Why not? What could be improved?

25. Do you have any other feedback or questions regarding the study?

## **Closing remarks**

Say that they are free to continue using it if they want to