1. Introduction:
   * Greet the participant warmly: "Hello! Thank you so much for taking the time to chat with me today."
   * Introduce myself: "My name is [Your Name], and I'm working on a project focused on improving commuting experiences."
   * Explain the goal of the exercise: "The purpose of our conversation today is to better understand your commuting experiences, both the positives and negatives, so we can identify areas for improvement. Your insights are incredibly valuable in helping us create better solutions for commuters."
2. Understanding Commuting Experience:
   * Typical Path: "Could you walk me through your typical commuting route? What modes of transportation do you use, and how long does it usually take?"
   * Best and Worst Experiences: "Can you recall a particularly good experience during your commute? What made it stand out? On the flip side, have you had any particularly challenging or frustrating experiences? What happened?"
   * Reasons Behind Experiences: "I noticed you mentioned [specific aspect]. Can you elaborate on why that was a positive/negative experience for you?"
3. Clarification Questions:
   * "I'd like to understand more about [specific aspect]. Could you provide more details or examples?"
   * "When you mentioned [specific experience], what were the circumstances surrounding that?"
4. Exploring Emotions and Impressions:
   * Emotions during Commute: "How do you generally feel during your commute? Are there any specific emotions or moods that stand out?"
   * Friction Points: "Even if your overall experience is positive, are there any moments of frustration or inconvenience that you encounter regularly?"
   * Digging Deeper: "You mentioned feeling [emotion] during your commute. Can you tell me more about what triggers that emotion?"
5. Items Carried During Commute:
   * Bags and Weight: "Do you typically carry any bags or belongings with you during your commute? If so, how many and how heavy are they?"
   * Technologies: "What types of technology do you usually keep with you during your commute? Are there any devices or apps you rely on?"
   * Urban Survival Kit: "What essential items do you always make sure to have with you during your commute?"
6. Reassurance and Closure:
   * Reassurance: "I want to emphasize that you don't need to think about what could make your commute better. Our focus today is solely on understanding your experiences."
   * Thank you and Closure: "Thank you again for sharing your insights with me today. Is there anything else you'd like to add before we conclude?"

Remember to keep the conversation flowing naturally and encourage the participant to share their experiences openly. Avoid leading questions and allow space for the participant to express themselves fully.

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