

# Steps in a Contextual Inquiry Session



## 1. Traditional Interview

- Introduce yourself, your project, and the contextual inquiry method.
- Ask questions to get an overview of the activity you are studying



## 2. Switch to Contextual Interview

- Reset the roles to observation and discussion.
- Remember to introduce Master-Apprentice relationship

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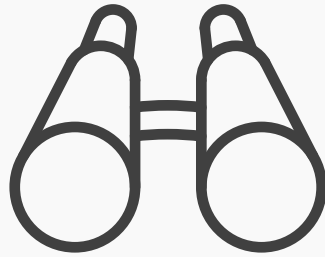


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### 3. Observe and Co-interpret

- Observe the user's activity while taking notes
- Ask clarifying questions about the users' activity



### 4. Wrap-up

- Share and discuss your overall interpretation of the user's activity
- Ask any follow-up questions you still have
- Thank the user

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