

# Exercises in interviewing and observations

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## Interviewing

- Sit in groups of three for 30 minutes
  - Take turns and change roles:
    - One interviews and take notes
    - One take notes
    - One is interviewed
  - Try out different kinds of questions, different length of pauses,
- different body language, etc.
- LiU is investigating possibilities of supporting students in getting relevant summer jobs. Do an interview with a student to gain insights into how that persons perceives summer job in relation to university studies, and what experiences he/she has.

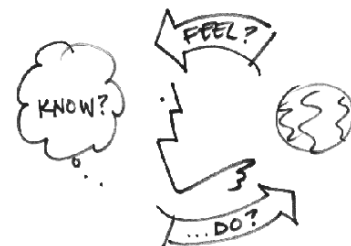
- Discussion:
  - Give each other feedback
  - How did it feel to interview?
  - How did it feel to be interviewed?
  - How did the observer perceive the conversation?
  - What questions were asked, and what information did they give?
  - How do the notes differ in content?
  - Is anything important missing?
  - How were the different roles experienced?

## Direct Observation

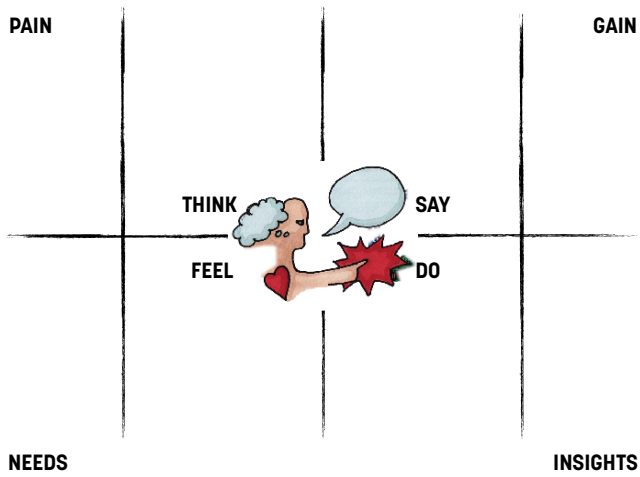
- Go out in groups of three
- Choose a spot to observe for 15 minutes
- Do not talk to each other about what you observe
- Take notes on what you observe
  - Record everything you can take in through their senses about that setting and the interactions contained therein
  - In one column: observations
  - In another column: your thoughts, feelings, and ideas about what is happening.
- Come back and compare notes: did you note the same things?

## You need a focus

- **Mediated action** (Wertsch, 1998)
  - Agent
  - Act
  - Scene
  - Agency
  - Motives
- **AEIOU** (Wasson, 2000):
  - Activities
  - Environments
  - Interactions
  - Objects
  - Users



By Bill Verplank.



## Note-taking

- Unable to both observe and record at the same time
- Difficult to write detailed notes
- What is or is not happening,
- Physical surroundings,
- Interactions, particularly conversations and the nonverbal behaviors in conversation.

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