GNG2101 Report

Project Deliverable C - Client meeting preparation

Submitted by

[One handed walker steering. A2, Team 3]

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Client Preparation:

To prepare for this meeting, we have applied the information gathered about the client and developed a few questions after having the initial prototype trying to understand the client's thoughts and opinions. Other than this, we practiced the tone & the way we speak to prevent any sentences that might come out rude or upset the client herself; as well as creating a flowing but not overwhelming conversation that can give us more insight in details that might be relevant to the project's second iteration.

Info about the Client:

As for the information about the client, from our first meeting we know that the individual has a degenerative condition that limits her mobility resulting in dislocations in several parts of her body like shoulders, back and joints resulting in challenges steering a walker. She is very friendly & open which can help us empathize with her more. Knowing that no previous attempt at solving her needs has been done, we need to present our first prototype and gather new insights to make the necessary corrections if needed or get the approval of the client.

Things to have in mind during the meeting:

- Avoid suggestions.
- Respect the client's time and answers
- Have active listening.
- Take notes of relevant details.
- Show interest in the project and nonverbal communication.
- Not overloading the client with technical information
- Avoid asking repetitive questions that other teams might have already asked

RULES: *To guide your behavior during interviews*

Rule #1 Talk to them following a path	Hint: Have a beginning, a middle, and an end

You need to introduce yourself, state your school, describe what you are doing, and ask if you can ask some questions. If the user says yes, then you can carefully and seriously ask your questions. Talk slow, be polite, and look the person in the eyes when speaking. If he or she doesn't understand you, calmly repeat your question. When you feel you have received enough answers, ask the user if they have any questions for you. When you are done be sure to thank the user for their time and say good bye with a smile!

Rule #2 Ask them open, not closed questions	Hint: Ask for descriptions

An open ended question asks someone to provide you with a description. A closed question can be answered with one word or a simple yes or no. For example, "Can you remember what you ate yesterday?" can be answered with a "yes or no". If you ask, "Describe a meal you had yesterday…" will evoke richer information.

Rule #3 Have them tell you a story	Hint: Use follow up questions for more info

After you have asked your open ended question and your user has provided an answer, ask a follow up question to get the user to talk more. You can ask for more information using "say, do, think, and feel" style questions. For example, "Did you ***do*** *anything different for this meal?" or "Did anyone* ***say*** *anything interesting during your meal?" can help tell you more about eating behaviors. To find out about emotions, you can ask "How did you* ***feel*** *about the meal?" or "What did you* ***think*** *about the meal?" Let the user talk as long as he or she likes and make sure you don't talk over them or finish their sentences. This is a chance for the user to tell his or her story. Avoid the interview becoming an interrogation, instead allowing the user to tell you in the way he/she wants.*

Rule #4 One interviewer talks, the others write	Hint: Work as a team

You should work in teams so that one person asks questions, one person writes down what is being said, and another person can observe the user's actions, behaviors, and personal characteristics. You need to include the date, time, and where you are doing the interview. You should ask or guess their age, record if they are a man or woman, and describe any other information about the person you are interviewing.

We keep the previous rules on the document to follow them during our client interview.

Interview details

***Rough Interview Schedule/ "Path"*:**

- (3 minutes): Introducing the product concept to the client
- (7 minutes): Getting feedback from the client about the concept
- (10 minutes): Asking questions to the client to obtain information about the next concept iteration.
- (5 minutes): Conclusion and summary of the meeting.

Specific Questions:

- What are the downsides you see about the concept?
- What do you think can be improved, how?
- Is there anything that you think isn't worth including/focusing on?
- What are your first impressions of this concept?
- What do you think your biggest challenge would be if you tried using this concept?
- Were you able to understand the concept after presenting it to you?
- Do you need a detailed explanation on something that might not be completely clear?
- Would you like us to contact you more often (via email or Zoom)?
- Is the visual representation clear enough or would you like to see another angle?
- Is there anything else you would like us to integrate in this concept?
- Are you used to pressing the brakes in your walker? (similar use with our prototype)
- Is there any difficulty while trying to brake? (too tight or too loose)