

A.2 Client Meeting Preparation

1. Summarize the things that you know about your client based on the project description provided on Brightspace.

Problem: The client often forgets to wear her hearing aids in the morning. The problem arises from the fact that she hides them before going to sleep due to the disturbing charging lights.

Task: Design an enclosure for the hearing aid that hides the lights. Find a solution where the enclosure automatically opens up in the morning or makes itself more visible.

Requirements: Intuitive and simple

2. Make a list of all the things you don't know about your client, but which you think would help you in better understanding their problems, limitations, frustrations, desires, and needs

- How often does the client forget to wear her hearing aids
- Request a visual of the client's hearing aid device
- Does the client always wake up at the same time in the morning or does the timing differ every morning
- Client's age group
- Has the client attempted other solutions to fix the issue

3. Describe the tools and methods you plan to use while interviewing and empathizing with your client, based on what you have seen in the course so far or other tools/methods you think could be effective

- Take notes or record all answers, always have at least one note taker
- Take note of emotions and feelings by means of expressions and gestures
- Try to make the interview like a friendly conversation rather than a formal scripted interview
- Relate to the client, make him feel comfortable with his words on more sensitive topics

4. Create an interview guide. You can use suggestions provided in the lecture or in the "Customer Interview Template" provided on Brightspace.

- Develop simple, specific and guided questions

- Plan ahead all questions and ensure they will be useful to better understand the client.
- Ensure all responses from the client are clear and actually answer the question. If not be prepared to rephrase or follow-up for more details for clarification.
- Formulate questions that lead to stories or experiences. Background stories/personal experiences relate strongly to the client and help understand his perspective or where his coming from

Interview schedule

1. 5 min Introduction
2. 20 min Discuss the needs of the client based on the prepared interview questions
3. 15 min Open discussion for follow up questions or potential new questions
4. 10 min Closing remarks

Interview Question

- 1- How often do you forget to wear your hearing aids?
- 2- Can you tell us about your daily morning routine?
- 3- What's your current method of remembering to wear your hearing aids?
- 4- How consistent is your morning routine?
- 5- Is portability a factor in the consideration of the design?
- 6- What are your preferences on the aesthetics of the enclosure?
- 7- Could you describe to us a little about your hearing aid device and its functionalities?
- 8- Are there maximum size requirements to follow?
- 9- What is the expected lifespan of the product?
- 10- What's the life cycle of your current hearing aids? Are the hearing aids replaced periodically? If so, do the models change?
- 11- Do you have any environmental concerns or any restrictions on the type of materials or processes we use?
- 12- Do they have any questions for us?