

Interview Guide

Overview

To gain a better understanding of users and potential stakeholders for the design of modular equipment or a furniture system to support agile ways of working (the product).

I will record the interviews to accurately record stakeholder's ideas. Then, I will transcribe the recordings verbatim. Next, I will send a copy of the transcript to the interviewee and ask them to review the contents. At this stage, I will invite stakeholders to add or edit their comments. I will delete the recordings after the transcripts are completed and checked by the interviewees.

I will load a copy of the transcripts onto my online design journal. Stakeholder's comments and insights will be used as one of multiple research inputs to the product design.

In the research report, I will use pseudonyms to maintain confidentiality for the stakeholders.

Interviewees

Potential interviewees include stakeholders and end users.

Stakeholders

- Interior Designers / Specifiers
- Facilities Managers
- Business Owners

End Users

- Project Managers
- Scrum Masters
- Team Members (Office workers)

Interview Script

Hello, NAME. Thank you for agreeing to give this interview! My name is ----- and I am your interviewer today. As you know, I'm conducting some research on agile ways of working with the intention of designing modular equipment or furniture to support agile. This interview will focus on your expertise as a [purchaser/ end user] of commercial office furniture and equipment.

Consent

I need to remind you of some points about participating today:

- Participation is optional.
- The interview should take about 30 minutes.
- I would like to record the interview to make sure my notes are accurate.
- I will destroy the recording after I have transcribed your comments.
- The transcript will be posted on my online journal and will become part of my research report.
- I will not use your name in my research material.

May I have your permission to record our conversation?

Thanks! I'll transcribe our discussion and send you a copy to review before I begin the analysis. Is that ok?

Questions (Subject Matter Expert / Workers)

What is your job title and job description?

How do you influence the purchase of furniture and equipment for work spaces?

Do you think there will be a change in design trends post pandemic?

Prompt: What design trends are you expecting to see post covid?

Can you describe what Agile ways of working means to you?

What are your customers / end users saying about Agile ways of working?

If you have a customer looking for furniture or equipment to support Agile, collaborative or multi-functional working, what products on the market come to mind first?

Probe:

- What do you like or dislike about these products?
- Are there any features your customers are asking for that aren't available?

Finally, what is one word you would use to describe Agile ways of working?

Thank you for your time today!

Would you agree to a follow-up interview to provide feedback on a proposed product design?

Questions (Workers/ Managers)

What is your job title and job description?

Prompt: how many people do you manage?

Do you use Agile ways of working in your work environment?

Probes:

- What types of agile methodology you use? (For example, Daily Stand-ups and Sprint meetings?)

When at work, what furniture and equipment do you use to support your Agile activities

Prompts:

- For example: Boards, Collaborative Desks, Lounge Furniture

Thinking about the furniture and equipment your company currently has, how well does it support your Agile activities?

Probes:

- What do you like or dislike about your current office set up?
- Do you use any work arounds?

How do you think the office environment will change post-covid?

If I gave you an unlimited budget to buy furniture and equipment to support collaborative and Agile working, what products would you ask for first?

- Expand:

- Why?
- What are the most important features of these products?

Thank you for your time today!

Would you agree to a follow-up interview to provide feedback on a proposed product design?