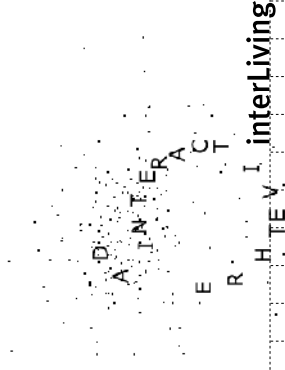


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REVIEW interLiving

2 *people*: Ask your neighbor to tell you about a recent, memorable communication with a friend or family member. Get details about what happened (without names) and what made it memorable.

A large grid of dotted lines for taking notes.

Finding out about users: Social scientists use the "critical incident" technique when interviewing pilots about the cause of a plane crash. Police also use it to interview crime witnesses. Key features: recent event, reconstructed in time, focus on specific details and avoid generalizations.

Instructions: Interview a potential user. Begin by asking her to tell you about a specific memorable event in the past week that is relevant to your design problem. Probe for specific details before asking for general information.

