

Pre-Interview Protocol (30 minutes)

Thanking participant for participating.

Introducing the agenda:

- a. Explanation of the study itself briefly, the purpose and the project. (10 minutes)
- b. The material package and asking a personal anecdote. (10 minutes)
- c. The consent form (10 minutes)
- d. Participant's questions and the signature of the consent form (5 minutes)

Encouraging participants to ask questions anytime they like.

a. Introduction to Researcher & Study

Researcher introduces herself and explains the purpose of the project:

For this study, we are trying to explore the role of mood in interactions especially client-employee interactions. Our aim is to collect example situations for mood-aware communications as much as possible. For that I will share this package with you:

b. The Material Package & Personal Anecdote

This package consists of:

5 mini diaries, for each day which you can take with you to work.

Booklet describing 20 moods, which will help you to get a better understanding

2 consent forms to sign, one for you and one for me.

For the upcoming 5 working days, I would like to ask you to fill these mini diaries. I prepared; 1 for each day so you can take them to work to note down at least two encounters. Later on, in the evening when you are home, I would like to ask you to reflect on those communications and provide more detail. This is to make it more convenient for you as I can imagine that you will be busy during the day. However, if you have time during the day, it is better to write down the details as soon as you experience the communication.

Emotions & Moods

We will be looking for the moments when we notice the mood of our clients. I will ask you to be more attentive and careful about your interactions with your clients for a week. We will go through the mood booklet together to see how we fill it in a minute but let's take a moment to think about mood. Moods differ from emotions. Emotions usually have a cause like you can get angry at the person in the traffic jam while driving or you can be happy to receive a gift from your friend.

- Can you give me an example in which you felt very angry?

But mood is more like a general feeling. You can be in a mood when you wake up and you may not know why you are feeling like that immediately. Of course, sometimes it is not very clear whether it is emotion or mood so don't worry about it if you can't really say if it is an emotion or mood. When trying to differentiate mood and emotion, me and my colleagues ask ourselves this question:

"When I woke up, I don't exactly know why but for some reason, I was feeling ____."

We say that if this sentence makes sense, then it can be a mood. Let's think together.

- How do you feel right now? Can you describe what your mood is now?

You can take a look at these 20 moods and see if there is any which feels close to your mood right now. (among 20 moods) If you would like to see the detailed explanations, please go through this booklet. It shows six manifestations: feeling, perception, reaction, tendency, liking and disliking.

- Do you have questions so far?

If not, let's take a look at the mini diaries together.

Going Through the Diary with a Personal Anecdote

Now, because we are specifically interested in finding out whether and how you adapt your mood and your way of communication to the client's mood, we prepared these diaries for you. You have 5 for each work day and we will ask you to report two moments each day. Let's go through it with a recent example of yours.

- Can you remember a moment you noticed the clients' mood and adjusted your way of communication to the mood of your client?
- When was it?
- What was your mood?
- What was the mood of the client?
- How did you interpret his/her mood?
- When you noticed the clients' mood, did it influence or change your communication style? If so, how?
- Where were you? Were any products were helping you to adjust your communication style?
- Before or after this communication, did you do something to change your mood?
- Some of these below-mentioned activities can help you think?

So, this is basically what I ask you to do at least two times a day for the next 5 work days.

There is space for 3rd mood-aware communications so feel free to add one more if you have.

This diary booklet is all about you and noting down your mood-aware communications with clients throughout the day for 5 working days. There are no wrong answers for filling in this booklet, so feel free to log any mood-aware communications you notice.

As we tend to forget the details, I would like to ask you to note down the experiences within 24 hours once it happens. As everyone has busy schedules, it is understandable that you might forget to fill in sometimes. To avoid that, I would suggest you to take the booklet with you to work to quickly fill the first two pages (marked with work icon) right after the mood-aware communication with your client. This will help you to remember the moment easier in the evening when filling out the third and fourth pages.

I will occasionally remind you through e-mail to fill in the assignments and make photographs. I apologize in advance if I disturb you in an inappropriate moment but I will try to do it in mid-day to reduce the chances of being abrupt.

Do you have any questions? Then, let's move on to the final part, the consent form.

c. Consent Form & the Compensation

First, I would like to ask your preference about the compensation.

I would like to kindly ask you to fill this little form to inform our secretariat about the numbers and preferences. Once the envelope is filled with all the participants forms, I will take it directly to the secretary so I will not know your choice until the end of the study. They will be opened by the secretary and arranged. When we complete the study, at the end of the final interview, I will be bringing it for you.

Or your gift will be sent to your address at the end of the study by the secretariat.

Here is the informed consent form, please take your time to read it and feel free to ask any questions which comes to mind. Then, sign if you feel ready.

Interview Protocol (1.5 hours)

Greeting and thanking the participant.

Asking:

General Experience:

1. How did the diary logging go in general? Was there something you found difficult or interesting?
2. How was it to recognize your own mood?
3. How was it to recognize the customers mood? Was there something you found difficult or interesting?

Diaries:

4. Can you walk through the diaries and tell me more about the anecdotes?
5. What kind of strategies did you use when adjusting your communication to the clients' mood?
6. Do you think your mood changed after the encounter? Does your mood get influenced by the interactions? Do you think your mood influenced your interaction? Do you think your customers' mood changed?
7. Did a product play a role in those encounters?

Future:

8. What would you expect to learn if your company decides to give trainings on mood-sensitivity?
9. What would be the benefits of improving mood-sensitivity in client interactions?
10. Is there anything you would like to add about the study? Do you have any comments or questions?

Thanking participant.

Giving the participant her/his compensation.