

OBSERVATIONAL RESEARCH GUIDE [FOR MEETINGS]: CASE-STUDY SITES.

By:

At:

Date and time:

- **Type of Meeting** (purpose; frequency/one off/return);
- **People Involved** (formal roles, relationships to each other, usual/invited attendees who is chair (and who seems to be 'in charge? why?))
- **Activity** (formal and informal aspects of the meeting; related or unrelated activity happening at the same time)?
- **Sequencing of Events** (time available and who manages this)
- **Artifacts** (where from; how used/referred to; how they influence the work)
- **Acts** (single things people do, expected and unexpected references to topic in question)
- **Conversations** (subject and tone) (reference to blame/responsibility?); conciliatory/antagonistic language; posture and physical expression; apology and responses to this; silences (and responses to these times)
- **Goals** (what are different people trying to accomplish?; how? Efforts of rapprochement, effects? Efforts to empathise, effects?)
- **Wider Context of the Meeting** (past and current situation; expected futures)
- **Observed Barriers and Enablers** to activity/conversations? (who speaks? does anyone dominate? Who concludes?; what is normal/unusual?)
- **Feelings** (what emotions are expressed? What is the atmosphere like?)
- **Your personal reflections/responses** on the events?
- Themes/Issues that are **different to previous observations?** [that meeting; other meetings same site; other site]
- **Anything surprising?**