**OBSERVATION: Interview family member**

**WHERE: Inside main house**

**WHOM: Mother & Argjire**

**DATE: 04-09-2017**

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| **Time** | **Activity** | **Duration** | **Family member’s state: from relaxed(0) to anxious(5)** | **Actor’s style of work: from withdrawn(0) to dominant(5)** | **Speed of speaking: too slow(0) to too fast(5)** | **Answer formulation: Family member formulates answer(0) to team member formulates the answer(5)** | **Support level fulfilment: none (0), following all the steps(5)** | **Comment** | **Picture** |
| 09:00 | Seating and preparation | 15 min | 4 | 2 | 2 | - | 2 | The family member seems nervous and anxious |  |
| 09:15 | Introduction | 10 min | 5 | 4 | 4 | - | 5 | The interviewer is speaking to fast, interviewee is struggling to follow |  |
| 09:25 | Family member asks question | 5 min | 5 | 4 | 3 | 4 | 0 | Interviewee is asking questions nervously. |  |
| 09:30 | Team member answers | 5 min | 4 | 3 | 4 | - | 0 |  |  |
| 09:30 | Question 1 | 5 min | 3 | 3 | 3 | 4 | 4 |  |  |
| 09:35 | Question 2 | 5 min | 2 | 2 | 2 | 3 | 5 |  |  |
| 09:40 | Question 3 | 5 min | 2 | 1 | 2 | 2 | 5 |  |  |
| 09:45 | Question 4 | 15 min | 1 | 2 | 1 | 4 | 5 |  |  |

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| **Number** | **Feedback** |
| 1 | I think Argjire should take more time to make the family member feel at ease |
| 2 | I clearly see that Argjire has a warm character which makes people feel more relaxed. |
| 3 | I think Argjire is speaking too fast which creates anxiousness with the family member |
| 4 |  |
| 5 |  |
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| **Number** | **Decisions** |
| 1 | I think Argjire should take more time to make the family member feel at ease |
| 2 | I clearly see that Argjire has a warm character which makes people feel more relaxed. |
| 3 | I think Argjire is speaking too fast which creates anxiousness with the family member |
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