

Learn with the
intent to *learn*

(not to solve)

(Edwards/Baker)

My favorite learning questions...

- Tell me about your experiences with (topic). What about (topic) is difficult?
- Are the procedures for (topic) practical, doable? Help me understand.
- Of all the rules or procedures pertaining to (topic), which do not seem to fit the job you do? Tell me more.
- Tell me about a near miss you've experienced when performing (topic)
- While performing (topic), do you know of a specific area where it is easy to make a mistake? Tell me more. Any ideas on how we can fix it?

–adapted from Sean Coughlin

My favorite safeguard testing questions...

Usability:

- Tell me about your experiences with (safeguard). Is it difficult, easy, annoying to use?
- What would you like to see changed about (safeguard)?

Effectiveness:

- When have you felt like you had to adapt or adjust how you use (safeguard)?
- When does (safeguard) not work well? Is there something you do differently in those circumstances?
- Do you have a story about a time when this (safeguard) worked? Tell me about it.