

**This is a structured interview protocol. Begin each phone call with a friendly greeting, but move quickly to questions; we do not want to rush participants, but we do want to ensure we take no more than 10 minutes of their time. If needed, use a version of the following to transition: “We want to be respectful of your time, so I will start right in with the questions, which will—as explained—sound familiar since we will basically ask these same questions in each monthly phone conversations. Shall we begin?”**

**FIRST:** “As usual, I will be audio-recording our phone interview. Is this ok if I turn the recorder on now?”  
[do not proceed with recording until participant offers verbal consent]

**A. Surprise.** These questions are intended to uncover sense-making around surprise, discrepancy between expectation and experience, novelty, contrast and conflict, etc.

- 1.) What has happened in the last month that surprised you, or was unexpected?
- 2.) How was it surprising or unexpected? (or: What made it surprising or unexpected?)
- 3.) How did you respond?
- 4.) Why did you respond the way you did?

**B. Uncertainty.** These questions are intended to uncover sense-making around ambiguity, uncertainty, deliberative initiative in response to request for conscious attention, etc.

“We know you have a complicated job, and face situations that are not always clear-cut, or for which, there may seem no quick or easy answers.”

- 5.) During the last month, what have you been wrestling over, or unsure about?
- 6.) What made that situation unclear, or puzzling?
- 7.) How did you respond?
- 8.) Why did you respond the way you did?

**C. (OPTIONAL) Challenge.** These questions are intended to uncover sense-making around challenges specifically.

- 10.) What challenge have you have faced in the last month?
- 11.) How was this challenging? (or: What made this challenging?)
- 12.) How did you respond?
- 13.) Why did you respond the way you did?

**Closing:** “Thank you. We look forward to speaking with you again at the end of next month.”