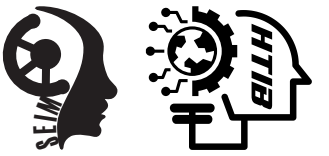




## AEIOU

Frame a low point & dig deeper



Ask more questions to dig deeper about one low point in your partner's experience

### A ctivity

What was he/she doing?  
Was this structured or an unstructured?  
Did he/she has a role to play (e.g. team leader, or participant)?



### E nvironment

Where was he/she when he/she was involved in the activity?  
What kind of a place was it?  
How did it make he/she feel?



### I nteraction

People/machines  
What was he/she interacting with people or machines?  
Was it a new or one he/she is familiar with?



### O bject

Was he/she interacting with any objects?  
What were objects that created or supported his/her feeling engaged?



### U ser

Who else was there?  
What role did they play in making it either a positive or negative experience?

