WORKSHEET 6.1

Situation card

Describe a real conversation in its work context.

Collect three to five situations. Describe triggers, context and task, not personality types.

Who when where

Role, trigger, location, time pressure, noise and devices.

Goal and language

Decision needed, next step, vocabulary, abbreviations and form of address.

Helpful and distracting details

What must be understood; what would be inappropriate; group context, mood, goals and norms.

REVIEW CRITERION

The situation contains a testable task, with no assumptions based on origin, age or accent.

WORKSHEET 6.2

Role profile

Understand information needs and decision authority.

Derive two to three profiles from the situation cards. Record only task-relevant information.

Task and role

Activity, prior knowledge, decision authority and limits.

Typical questions

Three questions in natural wording; desired response depth and terms.

Trust and support

What supports confidence, what distracts, and when is an expert needed?

REVIEW CRITERION

The profile is justified by observable tasks.

WORKSHEET 6.3

Speaking rules with six settings

Record reasoned design decisions rather than taste.

For each setting, record the decision, linked situation and testable example. Confirm available configuration options.

Context and relationship

Prior knowledge, time budget, appropriate address and respectful distance.

Clarity and rhythm

Vocabulary, response length, speed, pauses and clarification.

Sound pronunciation conversation flow

Voice character, terms and names, interruptions, uncertainty and handover.

REVIEW CRITERION

Each rule links to a situation and a test case.

WORKSHEET 6.4

Sample wording and pronunciation

Make the rules audible.

Write five responses: AI introduction, normal response, uncertainty, handover and close. Repeat the sheet if needed.

Intended wording

Exact response and associated situation or rule.

Problematic wording

A contrasting example and why it is confusing, too long or unsuitable.

Terminology and pronunciation

Spelling, meaning, intended pronunciation and test task.

REVIEW CRITERION

All five conversation moments have expert-checked wording.

WORKSHEET 6.5

Concerns and ground rules

Support trust with verifiable answers.

Collect concerns privately first. Mark answers confirmed only when a responsible person and evidence exist.

Concern and context

Use original wording without unnecessary names; which situation triggers it?

Answer or open decision

What is known; source; what remains open; who decides by when?

Agreed ground rule

Wording, approval, communication and review.

REVIEW CRITERION

No concern ends with unsupported reassurance or an unassigned task.

WORKSHEET 6.6

User test and acceptance criteria

Agree conditions before seeing results.

Design five tasks with reference responses. All users attempt three core tasks. Include a boundary test. Vary only one setting in a comparison.

Participants and conditions

6-8 target users, experience and language without stereotypes; observers, devices, waves, participant information and permitted notes.

Tasks and reference

ID, task wording, correct next step, business boundary and checked reference response.

Criteria and decision

Completion, clarity, fit and concerns; which findings block approval, who decides, and when is retesting needed?

REVIEW CRITERION

Tasks, criteria and versions are fixed before testing.

WORKSHEET 6.7

Participant rating

Capture individual experience without group pressure.

For rehearsal open 06_Listening_Exercise_EN.html. Play A and B once, reversing the order for the second participant. After each version state what is known about the checked parts and what information the draft still needs. Then rate: 1 very poor, 3 partly satisfactory, 5 very good. When using the transcript, record text mode and leave pace unrated.

Task and experience

One line per version with ID, order, access mode and next step in your own words.

Clarity and fit

Rate each 1-5 or unable to assess; identify a specific helpful or distracting moment.

Feedback in your own words

What was missing, wrong or uncomfortable; one specific desired change.

REVIEW CRITERION

Order and access mode appear next to the observed next step for each version. Clarity and fit are recorded separately from task success.

WORKSHEET 6.8

Observation change retest

Trace findings and the effect of a change.

Use one card per finding. Distinguish factual, speaking and technical issues. Use names only where necessary and agreed.

Observed finding

Task, version, attempt, exact moment, completion and evidence without interpretation.

Change and priority

Cause or hypothesis, affected rule, proposed change, owner and new version.

Retest and decision

Same task, control task, result, remaining risk, approval status and date.

REVIEW CRITERION

A change is tested only after a documented retest.

WORKSHEET 6.9

Rollout plan and acceptance

Tie rollout to tested situations and available support.

Complete with the team lead and sponsor. Format 11 follows; keep open conditions visible.

Use and communication

Approved version, situations, limits, short announcement and use rules.

Routine-use cycle

Trigger, easy action, experienced value and useful contribution. Who confirms subject-matter approval and KSE incorporation and reports back to the contributor?

Champions and feedback

Owners, support, correction channel, human contact and first review dates.

Acceptance and conditions

Criteria from 6.6 met, conditional or open; evidence references, retests and decision maker.

REVIEW CRITERION

The decision states the scope actually tested and remaining conditions.

WORKSHEET 6.10

Target dialogue with business distinctions

Practise Social Coding as a complete business workflow.

Use three roles: user, voice, observer. Round 1 normal path, round 2 missing information, round 3 correction and interruption. Define required information and result before playing.

Result and required information

Which actionable result does the business need; what information is required and what is reliably available?

Dialogue and correction

Question, clarification, response; corrected ID; retain captured information; open point after interruption.

Business distinctions

Observation/cause, sample/total, prepared/sent/completed; who decides and where is handover?

REVIEW CRITERION

The result is complete, correctable and contains no unsupported diagnosis or generalisation.