

# Exploring virtual working experiences pre- and during Covid-19

## Interview Guide

### Section A: Warming up and participant background

- Tell me a few words about yourself, e.g. what is your educational and professional background?
- How long have you worked at the [org name]? Can you give us a description of your journey with [org name] so far?
- Can you tell me what your job involves, for example what are your main responsibilities?

### Section B: The (virtual) team context (for established/experienced VTs)

- Can you talk to me about your experience as part of a VT (or VTs if more than one)?
- How many teams do you lead (or are a member of) and what is your role in them?
- Can you tell me what you like/dislike about being a leader/member of a VT? (Probe: Why does VT work for you? / why does it not work for you?)
- What (if anything) do you prefer about being a member of a VT, compared to a physically co-located team?
- What (if anything) do you prefer about being a member of a physically co-located team, compared to a VT?
- How do you interact with your organisation, your manager, your team?
- Can you speak to us about your own perceptions of how being a VT leader/member might impact your personal sense of well-being?
- [If part of several VTs]: what do you feel are the challenges of belonging to/leading multiple VTs?
- To what extent would you say that being in a VT is demanding? Can you describe why?
- What helps you to work effectively? (Probe: is there anything in particular that helps because you are part of a VT?)
- Obviously, a lot of traditional teams became VT overnight due to the Covid-19 lockdown.
  - Did your own, already virtual, teams experience any changes? (Probe: in the way you interact? In the demands of your job? In what helps you do your job?) Can you tell us what your own thoughts are?
  - Would you say your well-being was affected in any way?
  - Do you think the way you work is perceived differently now?
- Do you expect any changes to the way your VT works in the post-Covid-19 era?

### Section C: The (virtual) team context (for newly formed VTs due to Covid-19)

- Can you talk to me about your experience as part of your team(s)?
- How many teams do you lead (or are a member of) and what is your role in them?

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- Can you tell me how team context changed due to Covid-19? (Probe: how was virtual teamworking organised? How were the decisions made?)
- Did your feelings about being a team leader/member change because of the above change and if so can you describe how?
- What (if anything) do you prefer about being a member of a VT, compared to a physically co-located team?
- What (if anything) do you prefer about being a member of a physically co-located team, compared to a VT?
- [If part of several VTs]: what do you think are the challenges of belonging to/leading multiple VTs?
- Can you speak to us about your own perceptions of how being a newly formed VT's leader/member might impact your personal sense of well-being?
- Can you tell us about how the team adjusted to the change to becoming virtual team members?
- Can you identify any differences between now and before in relation to how you felt in your role?
- Can you identify any differences between now and before in relation to your interaction with your organisation in general or your manager in particular?
- To what extent would you say that being in VT is demanding? Can you describe why?
- What helps you to work effectively? Is there anything in particular that helps now because you are part of a VT?
- Is VT working for you? Would you like to keep working like this once the pandemic is overcome? Would do you think that would require?
- Do you expect any changes to the way you work in the post-Covid-19 era? (Probe: What do you think transitioning back to regular office work would require?)

## Section D: Conclusion

- Is there anything you would like to add that we haven't covered and you think it could be relevant?