

# INTERVIEW DISCUSSION GUIDE

## FOR USERS

1. Have you ever felt you needed support or guidance when adjusting to change or new experiences? What did you do?
2. What sort of changes (or new experiences) have you been faced in life which you think could have been made easier to adapt to with guidance and support from someone who has gone through the same?
3. Please tell us about your experiences.
4. When it comes to guidance and support, do you feel more comfortable talking to people close to you or strangers with similar experiences? Why?
5. What are some other sources that you'd look up to if you cannot find help or guidance in someone you know personally?
6. What would you look for in an ideal guide?
7. What strategy/outlet/source would you see as adequate to help people develop meaningful relationships based on one-on-one guidance when they're strangers?
8. When having the desire to empower/guide someone else through change, do you feel having similar personal experiences is an asset? Why?

## FOR PROFESSIONALS

1. Please tell me a little bit about your background and your professional journey.
2. What has been the biggest insight/learning about people going through major changes in life from all these years of being a counselor?
3. How much do changes in life correspond to people's mental and personal well-being?
4. How do you feel people cope up with these changes in life, if they don't have a counsellor/guide in life?
5. Do you feel all the major life changes, from as small as moving to a different country to as big as getting divorced, need professional counseling?
6. What is the difference between counselor, mentor and life coach?
7. Do you think when going through these life changes, people would benefit from connecting and taking guidance from a person who has gone through a similar experience?
8. When it comes to guidance and support, do you feel people feel more comfortable talking to people close to them or strangers with similar experiences?
9. What would be some of the challenges that people would face when seeking guidance from strangers?
10. In an ideal world, if there was a platform to help you connect to someone over a shared experience to seek/provide help, what all features would you desire from it?
11. Can you list a few changes/situations that people would most benefit by making use of this platform?
12. What strategy/outlet/source would you see as adequate to help people develop meaningful relationships based on one-on-one guidance when they're strangers?