

TRANSCRIPT WITH COMMENTARY

Olivia: A Podcast Journalist Olivia Interview 0

Below in black is a word-for-word transcript of the February 4 interview with Olivia that is available on YouTube at <https://youtu.be/HRXO4wVIYIU>. In green are comments about and explanations of the Descriptive Experience Sampling process. If you have corrections, suggestions, or questions, please post them as YouTube comments.

RTH = Russ Hurlburt

AK = Alek Krumm

Olivia = Olivia R., a podcast journalist

0:00 RTH: So our, so I've sent you a beeper [Olivia holds up the shipping box] and so we're gonna have an open, an opening, the box video here! [Olivia laughs] In the, in the, in the box

0:10 Olivia: The great unboxing!

0:11 RTH: In the box is a beeper and a couple of earphones. And, and I'm gonna introduce you, you to the beeper. Have you, have you turned it on at all? Or is...

0:23 Olivia: I haven't? No, I sort of looked at it and thought, I should just leave it. There's no obvious on button. Although I,

0:29 RTH: The, the black button, the black, uh, yeah, the black disk thing on the, on the top is a volume control and....

0:39 Olivia: Right. [Turns it on and it beeps.] Ooh!

0:43 RTH: So you.... Turn it, turn it back off and then back on again. So can you hear it beeping right now?

0:53 Olivia: I can hear like, yeah. High pitch whirr,

0:56 RTH: Okay, so, so what's happening to *me* is that Zoom is cutting that out. As soon as it starts, I can't hear it anymore. So, [Olivia: Wow.] Zoom, Zoom has a, has a very effective filter against things like that. So I can't hear, I can't hear the beep at all.

1:12 Olivia: Let me just play it again for the benefit of this microphone. That's amazing that Zoom does that.

1:22 RTH: Yeah, it's very good at it. It took me a while to figure out why, why it was that I couldn't hear things. But Zoom, Zoom is quite effective at... And...

1:31 Olivia: And this is just battery power. Sorry, I'm just taking it apart now.

- 1:38 RTH: So you shouldn't have to, you, the battery compartment, you should never have to really get into. The batteries are, the batteries last for a pretty long time. And, uh... So when, when the, it's a, it's a pretty sim, uh, simple thing. And so when you turn on the, when you turn this thing on, it comes on and it makes sort of a whoopie sound and sort of goes, woo-ooo [makes an ascending tone].
- 2:03 Olivia: Yep.
- 2:03 RTH: But when it beeps, and, and that same sound as you're gonna get with the beep *except* that there's not gonna be any whoop. It's gonna be just, it's just gonna come on like that. So basically what happens is when you turn it on, it has to fill up the capacitors or whatever that are in the machine. And it takes a while for the, for the beep to come up to speed. But, but when you get a beep, it will be a quite clear, sharp sound. And so, right. So, so there's a button on the top of the beeper. So turn the turn the, [Olivia holds up the beeper and points at the white button] yeah, that one. So turn the thing on, and now push the white button. And it stop, and it has stopped. So now it's, it's deciding when it is that it's gonna beep again. And you can check to see whether it's *on* by pushing down on the white button and holding it down. Push it down and hold it down. Keep it, keep it down.
- 2:56 Olivia: So it's beeping at intervals.
- 2:57 RTH: It's a square, square wave, [Olivia: Beep.] kind of a deal. [Olivia: Beep.] And we can, we can sort of hear that coming through Zoom as well. [Olivia: Okay.] But, but *that's* what the beep is gonna sound like. It, it, it, isn't gonna sound like a start and stop thing it's gonna, when it, when it happens, it'll *start* like that beep and it'll continue until you push the button again and stop the beep.
- 3:16 Olivia: Ah, okay. Okay.
- 3:17 RTH: So, so right now the, the beeper has decided when it's gonna beep next, and that could be a minute from now or an hour from now or 52 minutes from now, or whenever. It, it, it makes up its own mind about that. I don't control it. You don't control it, really. And so it's decided when it's gonna beep. And when it beeps, it's gonna beep and it's gonna, and when it beeps, it's gonna continue until you push the button. So it'll, it'll actually beep for maybe a minute or a couple minutes, and then it'll turn itself off because it doesn't wanna waste its battery. But, but it's a very, a pretty long time that it'll, that it will beep. So your task, when, when we get, when we get going here, is to, is to put the beeper in a con, convenient place, you, and clip it to your shirt, or put it in your pocket, or clip it to your belt, or what, whatever you, wherever it is convenient to carry it. And, and go about doing your everyday life, whatever it is that you are, that you would do that day, until the thing beeps.
- 4:16 RTH: [continues] And when it beeps your task is to sort of *freeze* what was go going on in your inner experience, right at the very onset of the beep, and then push the button to stop the beep, and then take some notes. I guess I didn't send you a, I didn't, you should have sent you a notebook, but I don't think I did actually. But...

- 4:37 Olivia: I've got notebooks. That's all right.
- 4:40 RTH: Sorry. Sorry about that. But...
- 4:41 Olivia: You, like, I mean, I wonder if, if it's something like, um, a little thing like that, in fact that I can carry around.
- 4:49 RTH: That's exactly what I, that's exactly what I generally use. I'm look, look, something just exactly like that. [Olivia: Okay.] That'd be perfect. [Olivia: Excellent.] And, uh, uh, and, and so your task, basically, is to try capture what was going on right before the beep begins. [holds up notepad and uses it as a visual aid] So if this is, if this is like a, a timeline thing here, and time is going on like this, [traces his finger along and up and over the notebook] and the beep happens right here. So now it's beeping and then you push you stop the beep and time keeps on going like that. The moment that we're interested in is right here [points a few millimeters before the start of the notebook], right one microsecond just before the beep begins.
- 5:23 RTH: [continues] I sometimes call that "the last undisturbed moment just before the beep." It's not really just, it's not really undisturbed, but that's pretty close, I think is a, a fair thing to call it. The, so we're looking for the, the last undisturbed moment just before the beep begins. [Olivia: Um hmm.] And your task is to jot down some notes so that then we can talk about that. [Olivia: Okay.] And, and I'm not gonna tell you what notes to take. I, I presume that you know, more about your experience than I do. And, and, uh, and so your task is to jot down whatever you think it's gonna require, so that then when we wanna talk about that, we can, we can get the details of your experience. [Olivia: Um hmm.]
- 6:06 RTH: [continues] And the beep that we've so far been talking about is coming from the onboard speaker, but I don't want you to use that. I want you to use the earpiece. And I think I've given you two or three earpieces, one of which has already got the hook on the end. Like the one that you just held up [Olivia: Um hmm.] has the hook that's, [Olivia: Oh, yeah.] that goes, that goes behind your ear. And, uh, and the other end plugs into the beeper. And you hear the same beep on the, in the, uh, earphone, as you have been playing into your microphone there.
- 6:40 Olivia: Let me turn this on. Although I wonder, is your research disturbed by the fact that people are increasingly wearing like small Bluetooth earbuds like this for larger portions of their day? It's funny. I think, um, I don't walk around. I mean, I walk around wearing them when I'm listening to a podcast, for example. But sometimes when I'm at my desk in a work day, a work day that I have many calls, I'll just leave them in because they're quite comfortable. I mean, obviously I won't while I'm doing this, but, um, it's funny how we've just become used to having something in our ear all the time. [puts the earpiece into her ear] Let's see. So in there,
- 7:31 RTH: So the answer to your question is, a lot of people in my studies will do just exactly what you're doing right now. They'll wear they'll, they'll wear their Apple earphone in one ear and the, and my beeper earphone in the other ear. And, uh, and, and what it's done to

my research, I think, has made it a *little* bit easier for people. Some people used to be embarrassed about wearing things in their ears, but now nobody's embarrassed about wearing things in their ears because everybody's wearing things in their ears.

7:56 Olivia: Yeah.

7:58 RTH: And I would say that this is an old-fashioned wired earphone. Some people find it easier to run the wire inside your shirt. [Olivia: Yeah.] If you, you don't snag it on the doorknob when you're walking by or whatever. But, uh, but I don't really care, whatever, however, however, that works for you as long, as long as... The object is for you to put the thing in your ear and then forget about it. And go about your day, doing whatever it does until it beeps. And, and right now you can, if you push that white button, you can check the volume [Olivia: Um hmm.] and, and that, and that wheel on the top gives you a volume control. That's what that white that's what that square wave is. So you can adjust the volume to get it good. And what a good volume is, is one that's loud enough so that there's no question about, *well, that's the beep*, and it's not too soft so you don't think, *well, is that the beep? Is that the beep? Is that the beep? Oh yeah, that's the beep*. Well, by then, you've lost, you've lost lots of, of interest, so, [Olivia: Yep.].

8:53 RTH: [continues] And you will find (as maybe you have found with your regular earphones), that when you move from one situation to the next, you probably need to change the volume. [Olivia: Um hmm.] So if you're in a quiet place, you want the volume low, but if you go in your car or something, then you want your volume up. And, and you can always adjust the volume by pushing that square wave white button.

9:15 Olivia: Alright.

9:17 RTH: So the task, the, the beeper is a simple thing. It beeps when it wants to beep. It should never be more than an hour. If it's been more than an hour, then maybe something's wrong and you should push the white button and make sure that the beeper is alive and the earphone is alive. You know, sometimes the earphones break or, or whatever. But, um, and your task is, is simple as well. Your task is to pay attention to whatever it was that was going on *in your direct experience* right before the beep occurs. And what "in your direct experience" means, we're gonna probably have to sort that out. And, but, but ba, basically if you were, if you had an itch and, and you were scratching your itch and you were feeling itch on your shoulder, well, that would be, what would, that would be what was in your experience. And if you had a visual image, then I'd be interested in your visual image. And if you were talking to yourself, then I'd be interested in what you were saying. And, uh, and

10:20 RTH: [continues] I'm, I'm not predicting what it is that your inner experience will look like (I mean or feel like, or sound like, or, or whatever). And,... except to say, the chances are pretty good you're not gonna be very good at it on the first day. And, uh, and that's, you shouldn't take that personally. That's not like, uh, Olivia is a terrible subject. Nobody's good at it on the first day. And so what we're gonna do is I'm gonna, we're gonna pick a, we're gonna pick a day when we're gonna have a, another one of these conversations. Let's, let's say, just for the sake of argument, that we decide we're gonna do it next Friday. Then I want you to wear the beeper on Thursday, or I guess for you, that would

be Friday and or whatever. Within 24 hours of when we're gonna be meet, I want you to wear the beeper.[Olivia: Mm hmm.] And get a half a dozen beeps, something like six beeps. And so the, you're gonna wear... And, and it, and on average, it's gonna be sort of like a half an hour in between beeps--might be two minutes in between beeps, and might 17 minutes, and it might be 59 minutes, but on average, it's gonna be sort of like a half an hour, and which it's gonna take you three hours to get that, to get half a dozen beeps, roughly. Maybe two hours, maybe four hours, depending on how the, how the beeper works.

11:36 Olivia: And so you're saying you want me to stop, stop, collecting, stop wearing it after I've got about half a dozen.

11:42 RTH: That's, right. That's correct. [Olivia: Okay.] And, and I would like you to, to do it in one period, one, one in one collection period, I guess you might say. [Olivia: Mm hmm.] But I, I, but I'm not really that picky about that. If something comes up and you gotta take the beeper off, take the beeper off and then come back and do it again. The only reason that I want you to do it in, in, in one setting, so to speak, is that it's easier to forget about it if you do it all at once. If you're always putting it in and taking it out and in it, taking it out, then, then the, the mechanics of the beeper sorta get in the way. And, uh, but, but it'll turn out that most, most people just can't think about the beeper. The beeper isn't that interesting. Right *now*, it's interesting. But when you're going about your everyday life for a while, most people forget about the beeper. So most things don't matter, *except* I want you to wear the earphone. I don't want you to use the, the onboard speaker, because the onboard speaker isn't good enough. I want you, I want that beep to be injected right into your ear, so to speak, and coming from an coming from the onboard speaker that not, not that good. [Olivia: Um hmm.]

12:54 RTH: [continues] And the, and the moment that I'm interested in is the moment that's right *before* the beep began. I'm not interested in your *reaction* to the beeper. So if, you know, if you say, well, the beep startled me. Well, that would be after the beep, of course. [Olivia: Mm hmm.] I'm not interested in how startled you are by the beep, particularly. You can tell me that if you like, but, but the moment that I'm interested in is right before the beeper went off. [Olivia: Mm hmm.] Cuz really what, what's interesting is what Olivia would be like without a beeper. The beeper in some way, screws up Olivia's life or alters Olivia's life. And, and what would be really interesting would be to know what was going on with Olivia, *with no beeper*. [Olivia: Yeah] But we can't do that. So the best we can do is we can ask Olivia to pay attention to what's going on *just before* the beep begins.

13:44 RTH: [continues] And of course, Olivia *is* wearing a beeper, and it will have altered Olivia in some way, but maybe not very much because the beeper isn't that interesting. The rest of the things in Olivia's world are probably more interesting than waiting for a beep. But maybe not! Maybe, maybe, maybe you'll be the kind of person who will say is it, *I'm gonna wait for the beep. I'm gonna wait for the beep*. [Olivia laughs] Be like that for three hours. Most people are not like that. But, but if you are, that's, that's, that's what I wanna know. [Olivia: Okay.] And, and, and, uh, and the, the other, I guess, the, what I'm in, what I'm... I'm interested in what Olivia's really like. I don't, I don't really want Olivia

to make up a story to think that she's trying to please me or something that... What I'm interested in is what Olivia's experience is really like.

- 14:37 RTH: [continues] And what that means is that we've gotta figure out some way to have a conversation about something which is *entirely private*. Olivia's experience is, nobody *ever* gets a chance to see Olivia's experience unless she says it's okay. So this is what I, this is what I propose. And, and then we can negotiate this. But my *proposal* is we're gonna wear a beeper and you're gonna try to tell me exactly what's in your experience, *or* you're gonna say, "I don't want to talk about this beep. This beep is none of your business." I've got things that are none of your business. I presume you've got things that are none of my business. And if so, if you don't wanna talk about a beep, you should say, "I don't wanna talk about this beep." [Olivia: Um hmm.] But if we're gonna *talk* about the beep, *then* I should be able to ask you anything about that experience that I would like to know, because I would, I would like to get that experience in as high fidelity as I can get it. [Olivia: Um hmm.] So that's sort of the basic rule, I guess you might say, that, that you might say. You're the, you're you have absolute control, but if you're willing to relinquish that control, then I get the, then I get to ask. And you can, and you can change your mind about that. *No, I didn't realize, you're gonna ask* that! If you ask, if you ask *that* then the hell with you. I'm not gonna, I don't, I don't want to play this game anymore. That doesn't generally happen, but you always have control, 51% of the vote, so to speak.
- 16:03 RTH: [continues] And, and then the other thing is we have, we have agreed that, or semi-agreed, we have talked about at, at any rate, that I would put this, these conversations on my website, and you would do with them, whatever it is that you want to do with them. And, and so my suggestion as the way we do that is that, that we'll let you do this for a couple of times before we put anything on the web. So this kind of this conversation we should wait until after you've had a day or two of sampling. And then if we're still interested in it, then we should unroll these things sort of a as they happen, or a day or week or however long, it takes us in a, with a delay. It's a, there,
- 16:57 Olivia: One thing about that. Can I ask that I'm, I'm quite happy for it to be on the web. Um, I, I appreciate the sort of, uh, opportunity to do a couple before they go straight up there. Um, just to make sure. Is it possible that it's, that they're not labeled with my first name and last name when you put them on your website? That I can just be Olivia or I could even be, um, you could use, I guess my MI I could be Olivia Sophie, but maybe just not Olivia [she says her last name], just because my name is quite, um, unique. And I rely on like, my work as a freelancer, people will often be Googling me and it's probably, I don't know how great your SEO is on your website, but it's probably not necessarily something I want prospective clients to stumble across.
- 17:48 RTH: Well, yes. The answer to that is yes. We can call you whatever it is that you would like to be called. [Olivia: Okay.] This would be a video deal so that people who know you would get, get you.
- 17:59 Olivia: That's fine. I'm happy with, I don't mind people seeing it. It's more just that I don't want it, you know, indexed by the internet and easily searchable.

18:07 RTH: Okay. That's fair. And, and so we can call you Olivia, or we can call you Sophie, or we can call you Jane, Jane, or we can call you whatever it is that you would like to be called. I don't really care about that. [Olivia: Okay.] But, And, and, and in my work in general, I give people pseudonyms, with some exceptions. So my, my, and the, and the exceptions are what has been on my website so far. The people who are on my website are, are named people. But that's the exception rather than rule. And, but, and, and everything is up for grabs about this. If for whatever reason you don't want to be named, that's fine to me.

18:48 Olivia: Okay.

18:53 RTH: And, you know, you might change your mind about that in which case we can change your mind, change your mind about that. So, and, and I'm not, I'm not trying to say, I'm gonna try to talk you into changing your mind. I'm *not* gonna try to talk you into changing your mind. What I'm, what I'm saying is, I'm, I'm very sensitive to the, to the, a deal about permissions. And, uh,

19:16 RTH: [continues] And I, I, I think it, you know, the way psychological experiments generally go is people, people are required to give some kind of consent before the, before the experiment begins. And I think that's wacky. How can you, I, how could you possibly give consent to what it is that's about to happen? Because there's no way that you really *know* exactly what's gonna happen. So what I'm suggesting is that we have a sort of a tentative, uh, consent, and then every step of the way, we'll have some more tentative consent until eventually we'd say, *well, yeah, that's okay*. And, and then we'll put it on the web, and after that, of course, it's too late, but, uh,

20:01 RTH: [continues] But I, I, I want you to *feel like* you have control and I want you *actually to have* control. Maybe I should have said that the other way around: I want you to *actually have* control and to *feel like* you have control. Either way, both, both of those things apply. And, and the reason, and the reason for that, that I'm, I'm pretty careful about it is that I recognize that what we are embarking on is something which is *absolutely* private. And, and I have also, also said pretty frequently out in, in, in public that people very often don't know the characteristics of their own inner experience. And so you're likely to find something out about your inner experience that you didn't know about. You should have the right to say, "oh, geez! Now that I found *that* out, I don't, I don't want to have that on the web!" Which is why I'm suggesting that we have sort of a delay into this procedure where you can think about it and talk to your friends about it and decide on your own about it.

21:07 Olivia: Alright.

21:11 RTH: So... You should feel free to contact me if you have questions about what the procedure is, you should ask me. But we, we, we can, we're also gonna try it out on the first day. And I'm, I'm expecting that you're gonna, you're gonna have questions that are... So I'm gonna ask you questions that you probably weren't anticipating. And, and then you're gonna say, "Well, if I'd known, you were gonna ask *that* question, then I would've taken better notes about *that*," or whatever. That's the way these things go. And, uh, And, and so I'm, I'm, and that's why I'm, I'm, I'm suggesting that we sort of semi-contract to do

this like three times at the, at the outset, because it's not until about the third time that people start to get good at it. And then as we go, we might, we might do it more often. Or might you, you might decide, I don't wanna do this at all or whatever, and that's okay too. But, but the *target* ought to be maybe three times, or three or more times, or something like that. [Olivia: Um hmm.] And it doesn't, it doesn't actually take much time. It, it takes the hour that, of the interview, but wearing the beeper doesn't really take much time, cuz you're gonna be doing whatever it is that you're gonna be doing anyway. Then we have an hour of an interview. And then I've got some time to clean up the interview and put it together and whatever. So do you have other questions?

22:52 Olivia: No, I don't think so. It, I, it sounds straightforward. Um, yeah, no, I don't have any other questions, I suppose, when, when. It's a matter of finding a time.

23:04 RTH: Yes.

23:06 Olivia: I guess, sorry, you, you got,

23:08 RTH: I was, I was gonna say, I, I would like us to involve a former graduate student of mine who's now a PhD clinical psychologist: Alek. You, I guess you've probably seen if you've been to my website, you've seen Alek Krumm.

23:24 Olivia: Um hmm. Yep.

23:26 RTH: What do you think, what do you think about having her involved in these conversations? [Olivia: That's fine with me.] And the, and the reason, and the reason for that is, y'now, I've got blind spots like everybody has blind spots, and, and she's got blind spots like everybody's got blind spots, but they're probably not the same blind spots as I've got. And so it, uh, when one is, when one is looking for fidelity, it's generally a good idea to have more than one set of eyeballs. And, and so if what she, she's in different time zones and whatever now, and, and she has said that Fridays are good for her. If they continue to be good for you, we can do the same time. Otherwise we,

24:12 Olivia: This being this time?

24:14 RTH: Yeah. Is that,

24:16 Olivia: Yeah. I mean, that is fine for me. The only issue is that, so it's 10, it's 10:30 in the morning. Now I do usually get up quite early because I'm usually woken up quite early by a two-year-old. Um, but just making sure that I have enough time to get enough beeps, I wonder if we could push it, um, like, so say by now, if, you know, if I'm, if I'm up and ready to go at 6:30 that's four hours, but, uh, you know...

24:47 RTH: So the beeps can come the previous day, so...

24:49 Olivia: Oh! Okay! Alright. I don't need to do them right straight before. Okay. Then that is fine. Fine is fine. Yeah.

- 24:54 RTH: You can do it straight before *if you want*. And as a general rule, I would say the fresher, the beeps the better. But, uh, but that makes, makes, that would make the beeps always at the same time of day, early in the morning on Saturday, which might not be the best strategy.
- 25:11 Olivia: Yeah. But I think that gives a, a good, so maybe I, I can either do them anytime on Friday and, or maybe I'll try one time. If we are gonna do it three times at this time, maybe I'll try one time doing them right before, because it might be interesting to see when they're very fresh. [RTH: Yeah.] Um, other, otherwise I'll do them on the Friday at varying times.
- 25:31 RTH: What I, what I have found, for most people, is that you can sleep on a beep once, but you can't sleep on it twice. Which means you can do it anytime Friday. It's not really 24 hours. I say "24 hours," but what I really mean is you can only sleep on a beep once. So you, you can, you, can you beep yourself anytime on Friday, and then we can do it Saturday. But it wouldn't be as good to do it on Thursday, because then there'd be two nights of sleeping. [Olivia: Yep.] And for whatever reason, I think people lose the details of their experiences of...
- 26:07 Olivia: Yep. So Friday at 10 AM, sorry, your Friday, my Saturday at 10:00 AM. And did you wanna try next, next week?
- 26:07 Russ comments: They match calendars.
- 27:54 RTH: Yeah, she won't.
- 27:58 Olivia: Right. Okay.
- 27:59 RTH: And, and, and, and, and so in, in the meantime, you can do whatever you want to do as far as I'm concerned. If you want to try the beeper on, on Tuesday or whatever, just to, just to get comfortable about wearing the beeper, that would be fine with me. Or not. Either way is okay with me. I, I want you to feel like you've got control over. I want you to *have* control and to feel like you have control over, over what you do. And, uh,
- 28:25 Olivia: Sounds good.
- 28:27 RTH: I, I guess there's one more thing that I would, I would, I would tell you about the beeper. And that is that if you, and we can do, you can do this on your own after, after we're done here. But if you, if you, if you, if the thing beeps, and you *don't* push the white button, it'll continue to beep for a minute or a couple minutes. [Olivia: Umm.] I forget exactly how long. And then it'll go into a chirp, what I call the *chirp mode*. And the chirp mode sounds like *chirp*. And then about 10 seconds later, it'll say *chirp*. And then about 10 seconds later, it'll *chirp*. And those are not beeps.
- 29:05 Olivia: Yep.
- 29:07 RTH: Those what that is. That's the beeper saying, "I beeped. You didn't turn me off. I'm gonna save my battery, but I'm gonna tell you, 'turn me off'."

29:16 Olivia: Yeah.

29:18 RTH: So if you hear that chirp coming from the beeper, that means 'turn me off',...

29:22 Olivia: Put it off, and then push the button.

29:24 RTH: Not, not, no with the wheel,

29:25 Olivia: Turn it off with the wheel. So you're saying after every beep, I need to not push the button. I need to turn it off and turn it on again.

29:31 RTH: No, I don't mean that.

29:33 Olivia: Okay. After every beep I push the button. [RTH: Yes.] But if it gets into chirp mode, I reset it by turning it off and on again.

29:39 RTH: Exactly.

29:40 Olivia: Got it.

29:47 RTH: And I think I have probably said everything. I don't have a script about these things, cuz I don't believe in scripts. But uh, and, and if I think of something that I should have told you, then I'll email you. And if you think of a question that you should have asked me, then you should email me.

29:47 Russ comments: It's not actually that I don't believe in scripts—they have their place in some situations. But *here* I believe in conveying, by word and deed, that I genuinely wish Olivia to be a co-investigator, a full partner in the upcoming investigation. To use a script is to convey that I know exactly what needs to be conveyed, and exactly how best to convey it, *regardless of Olivia's characteristics, interests, skills, and so on*. That is not true: I *don't* know the best way to proceed. I do have lots of experience, and I fancy myself to be a skilled interviewer, but I do *not* know how best to come together with Olivia. Some would say that using a script is a good idea because at least you won't forget to say something important. That's true, but I would much rather risk overlooking some detail than to convey that I wish to coerce Olivia into being a cog in a pre-ordained routine. I can easily supply neglected information; I can *not* easily correct the notion that I am the never-to-be-questioned expert and Olivia is the do-what-is-required subject.

30:04 Olivia: All right. And uh,

30:07 RTH: And other than that, I'm looking forward to doing it.

30:10 Olivia: Alright. Great. Me too. I will see you at the same time next week.