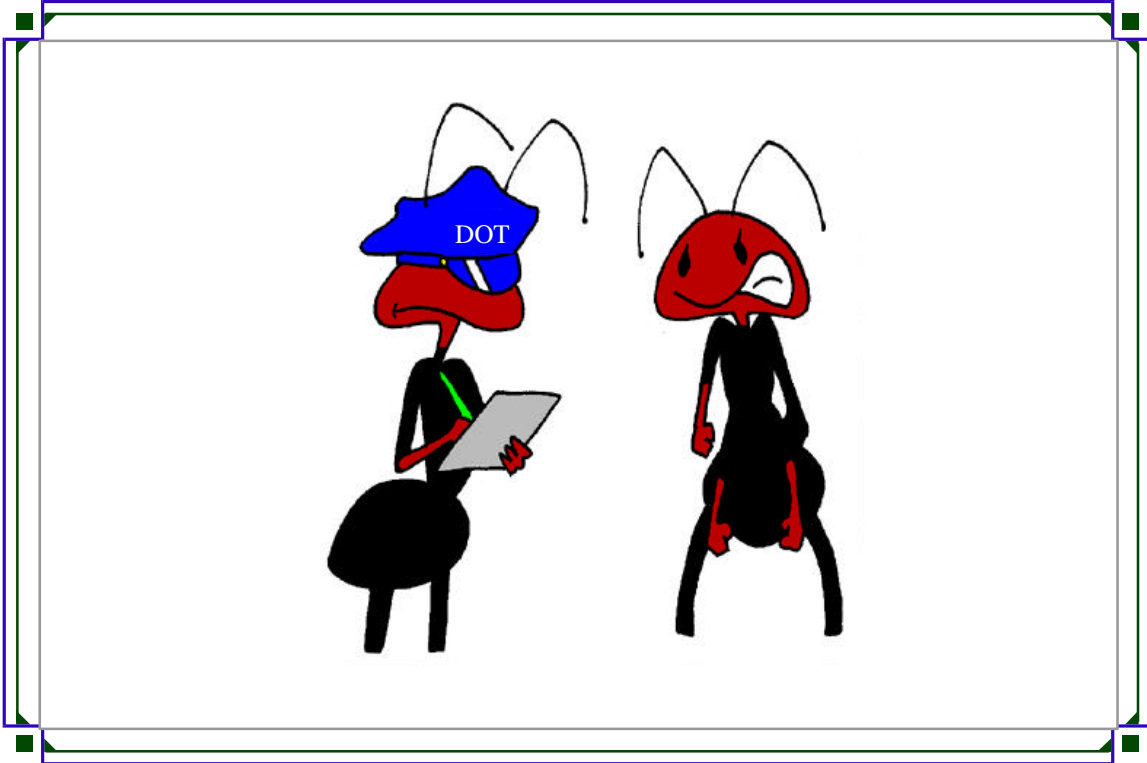


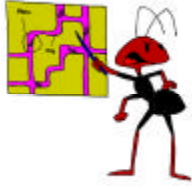
## INTERVIEWS



### Purpose

An interview is a structured technique for gathering data or information from groups or individuals. They can be very useful when the information being sought requires discussion or the use of open-ended questions

Interviews are used when the team has access to the people to be interviewed. They may be conducted either in person or by telephone.



## Process

1. Prior to conducting any interviews the team must develop a list of questions. Use the **Surveys** toolbox item to develop interview questions.
2. Have practice session for interviewers to ensure that they understand all the questions and that they have a clear understanding of the goals and purposes of the interviews.
3. Where possible schedule interviews in advance. Appointments should be at the interviewee's convenience not the interviewer's.
4. Arrive early for all interviews. The interviewer needs to be familiar with the settings used for interviews. Personal interviews should be conducted in a location comfortable for the interviewee.
5. Be friendly.
6. Stick with the list of questions, but remain flexible to get additional feedback.
7. Take good notes but don't fail to listen while you take them.
8. Verify your understanding of the interviewee's responses. Where needed, restate what you heard and ask if your interpretation was accurate.
9. Be sure to limit yourself to the agreed on amount of time.
10. Thank the interviewee for their input and emphasize its value to the project.



## Example

### Sample Dialogue-

Interviewer: How many interruptions do you average in a one-hour work period?

Interviewee: About four.

Interviewer: What types of interruptions do you encounter?

Interviewee: Telephone calls asking questions, work mates inquiring about activities, or the boss wanting some special work done.

Interviewer: How would you eliminate or reduce these interruptions?

Interviewee: Set up an information center to handle the telephone calls and provide private offices to reduce drop-in conversation.



## Key Points

- Be sure to include follow-up questions to ensure you get the information needed.
- If possible make interviewing a two person affair. One person asks the questions and listens to the responses. The second person acts as a note taker and handles all writing of responses.
- If you are collecting sensitive information, ensure the confidentiality of the interviewees. Avoid recording the respondents name, work unit, identifiable quotes, other information that would identify the respondent.