

Making Words Fly*: Interview Skills to Develop Rapport and Gain Rich Data

Part 2 Capacity Building Workshop
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*Thanks to author, Corrine Glesne, for this title.

Goal for today's workshop: To improve your interviewing skills

Topics for today:

1. Follow ethics in interviewing.
2. Ask well composed questions.
3. Develop rapport with your interviewee.
4. Use good listening, attentive nonverbal behaviors, and door opening responses to encourage the interviewee to share more information with you.
5. Follow up your pre-planned question with a follow-up question (also called a probe).
6. Practice interviewing skills with a partner.

Ethics of Interviewing

- Informed consent: People need to know what they are agreeing to. For example, tell them purpose of interview, about how much time will it take, and risk of harm.
- If you interview children or others who cannot truly give their consent, you must get permission of parent or teacher.
- Do not trick/deceive people.
- How will you maintain confidentiality?
(protect identities of those you interview)
 - a. Are professionals willing to be quoted by name?
 - b. Do you need to also protect the identity of your interviewees' community, organization, or department?

Handouts

1. Information Form to give to research participants.
2. Consent Form that clarifies what is expected of participants. They sign this form and return to you for your records. If some of your research participants are hesitant about signing something, this form can be optional. But the Information Form with your signature must be given to insure that they are giving informed volunteers.

To increase the success of your interviews

- Pilot your questions with a colleague/friend to practice your skills and improve your questions.
- Expect to revise your questions as you go along (one way Qualitative research differs from Quantitative).
- Responses from your early interviewees will guide you in how to make your questions clearer and more specific. Their responses will also teach you which questions yield the richest data.

Setting up your interviews

- Where? As private as possible
- When? When you and interviewee feel like talking
- How prepare: Learn as much as you can about interviewees before meeting them
- How many different interviews in one day?
Guideline: no more than 2 per day. You need time immediately after your interview to add notes while the interview is fresh in your mind. Also to check the quality of your tape recording.

How will you record responses?

- Audio tape (make sure it works).
- Take notes during interview.
- Write more notes immediately after the interview while things fresh in your mind.
- Start a file of interesting “direct quotes” that you are likely to use when write up results.
- Transcribe your interviews soon after the interview.

Interviewing skills

- Developing rapport *How?*
- Nonverbal skills *Examples?*
 - *Eye contact (but not staring)
 - *Nodding, attentive face
 - *Face interviewee directly, hands at side.

Do these guidelines also apply to culture of Amhara region?
- Door openers? *Examples:*
 - "Tell me more."
 - "Then what happened?"
 - "And then?"
 - "Interesting, go on."

More interviewing skills

- Listen carefully. Put yourself “in the other person’s shoes” to understand.
- Use follow up questions (probes) to encourage more disclosure and specificity.

You: *What kind of future is ahead for your family?*

Interviewee: *Maybe good, maybe bad, who knows?*

Your probe: *If you had to make a guess, what do you expect will happen?*

Practice

1. Pair up with two other people in the room. Person with name at the beginning of the alphabet = Interviewer. Person whose name closest to the end of the alphabet = Interviewee. The third person = Observer.
2. Using the questions we developed last week, ask 2 or 3 questions. Try to ask at least 1 follow-up question as well. Then stop and the Observer gives feedback to the Interviewer.
3. Switch roles two more times so everyone gets a chance to take each role.
4. Share insights with the entire workshop group.

Interview questions (developed by you at last week's workshop)

1.

Observers' job

Watch and listen to the interviewer:

- how developed rapport?
- describe her/his nonverbal behaviors
- how well listened? How did you know?
- write down door openers and any follow up questions interviewer uses.

Observe interviewee:

- how comfortable talking to interviewer?
- how disclosing were her/his responses (general or personal/specific)?

**If you would like copies
of these PP slides:**

Email me at jcoufal@gmail.com