

One-on-One Interviews

Training for SPF SIG coalitions

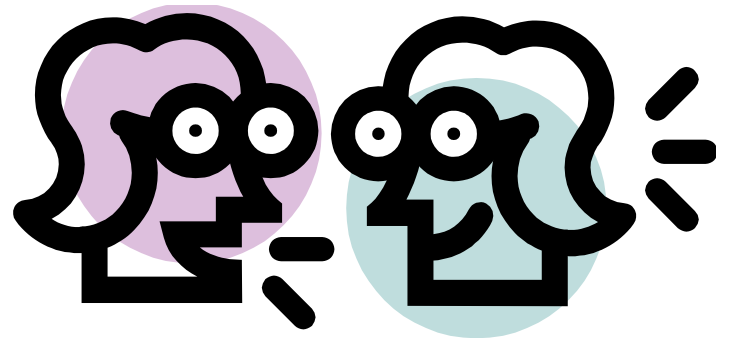


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Here for good.

Goals for today

- After today, you will understand...
 - The purpose of the One-on-Ones
 - The One-on-One process
 - The tools
 - The ways to protect the privacy of community members



Main purposes of SPF SIG One-on-one Interviews

1. Gather information about community readiness and prevention infrastructure.
2. Build relationships with and recognition of the coalition among a broad group of community members.
3. Shape buy-in for future community readiness assessment efforts.
4. Develop the coalition's capacity in conducting research interviews.

Detailed process for coalition members

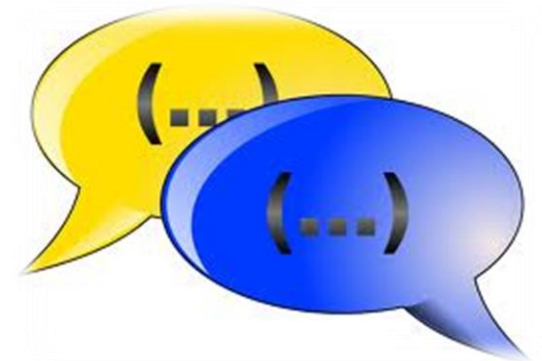


To complete this process, you will use:

- Protocols
- One-on-One Interview Guide
- Synthesis Form

Practice interviews

- Before you schedule your actual interviews, you will have three opportunities to practice:
 - As a group during this training
 - Individually on your own
 - Individually with Wilder Research



Using the One-on-One Interview Guide

SPF SIG One-on-One Interview Guide

*****PLEASE DETACH THIS SHEET AND SUBMIT IT TO THE COALITION COORDINATOR*****

Interview completed by: _____ Interview date: _____

Participant Background

Note: Please complete as much of this information as possible before meeting with the participant and please wait to update any remaining information until the end of the interview.

Name: _____

Community sector (select only one sector):

- | | |
|---|--|
| <input type="checkbox"/> Business | <input type="checkbox"/> Religious organizations |
| <input type="checkbox"/> Civic and volunteer groups | <input type="checkbox"/> State/Local/Tribal government agency |
| <input type="checkbox"/> Healthcare professionals | <input type="checkbox"/> Young adults (18-25 years old) – college enrolled |

Before you begin

- Schedule approximately one hour
- Identify a convenient, neutral location
- Fill out introductory information up-front
- Review the tool and background information to:
 - Understand the purpose of the interview
 - Feel comfortable asking the questions
 - Feel at ease answering questions about the interview



During the interview – Set the tone

- Make sure the participant understands why you are talking to him/her
- Maintain a positive attitude
- Focus on the participants' thoughts and experiences rather than your own
- Stay unbiased; do not express your opinions or reactions
- Keep the interview professional, not personal

During the interview – Keep on track

- Read questions exactly as written
 - Do not skip a question because you think it was answered earlier
- Help participants if they have trouble answering
 - Reread question and give them a minute
 - Okay to say “don’t know”
- Balance detail and overload
 - Give participant time to voice their opinion
 - “Nudge” participant when necessary

During the interview - Helpful nudges

If the participant is...

- Focused on another topic or question:
 - “We’ll get to that in just a minute, but first could you tell me a bit more about...[RESTATE QUESTION]”
- Rambling or wordy:
 - “Thanks for your thoughtful input! Now, let’s move on to some other questions...”
- Not answering or understanding the question:
 - “What I am really asking about is...[RESTATE QUESTION]”

During the interview - Probing

A probe is used to encourage the interviewee without influencing his/her responses.

- Probe for clarity and completeness:
 - Better understand what the participant is saying
 - Collect complete information
 - Make a participant feel comfortable and supported
- Never use “leading” probes

At the end of the interview

- Respect the amount of time you promised
 - Stop when you said you would stop
 - Give them the option of completing the interview
- Complete “housekeeping” tasks
 - Confirm their contact information on the cover sheet
 - Provide them any contextual information (if needed)
- Thank them
- Reflect on the interview

Using the Synthesis Form

SPS SIG One-on-One Interview Synthesis Form

After you have completed all of your assigned interviews, please use this form to summarize the results from the interviews you had. You should consider all of the interviews you completed when answering the questions on this form. The goal is to identify patterns from across the interviews, rather than to report results from each specific interview.

PARTICIPANT SECTOR REPRESENTATION

Please identify the community sector that you are summarizing results for below. Enter the total number of participants from the sector on the line next to the sector.

_____	Business	_____	Religious organizations
_____	Civic and volunteer groups	_____	State/Local/Tribal government agency
_____	Healthcare professionals	_____	Young adults (18-25 years old) – college enrolled
_____	Justice/Corrections	_____	Young adults – not college enrolled
_____	Law enforcement	_____	Youth serving organizations

Synthesizing information

- Complete one form for each sector and each sub-community, as relevant
- Think about ALL interviews completed
- Count multiple choice answers
- Identify patterns (see next slide)
- Provide reflections

Identifying patterns

Common themes

Thoughts or opinions that multiple people shared or that a couple of people shared repeatedly

Differing themes

Two or more different thoughts and opinions about the same topic or related to a common theme, strongly supported on both sides, and/or significantly different

Submitting your forms

- At least 3 weeks before the discussion meeting submit to Wilder:
 - One copy of each completed Synthesis Form
 - One copy of each One-on-One Interview Guide
- Bring one copy of the Synthesis Form to the discussion meeting



Reporting the results

- Think about ALL interviews completed
- Prioritize the findings
- Protect privacy
 - Separate individual information from responses
 - Limit talk about individual responses
 - Be respectful of diverse perspectives
- Develop action steps
- Plan follow-up discussions

Questions?



Now we are going to read through the One-on-One Interview Guide

**“Practice isn’t the
thing you do once
you’re good. It’s
the thing you do
that makes you
good.” - Malcolm Gladwell**