

WORKSHOP 3: COMMUNITY INTERVIEW DESIGN

Workshop 3 Participant Agenda

Designing your community interviews

Agenda (3 hours)

- 6:00 p.m.** Dinner
- 6:20 p.m.** Reconnect/Introduction to the workshop
- 6:40 p.m.** Turning Priorities into data: Design your group interview project
 - 10 min Review Prioritized topics
 - 30-40 min Write Interview Questions
 - 15-20 min Revising and finalizing interview questions 3-5 questions (2-3) per theme
- 7:50 p.m.** Break
- 8:00 p.m.** Expected deliverables and more about the process (“about me” consent forms, record interviews, interview write ups **(due Dec 15th)**)
- 8:10 p.m.** Set-up technology for interview documents
- 8:30 p.m.** Practice interviewing each other
- 8:50 p.m.** Feedback/Next Steps

Next workshop: [Put date of next workshop here]

Workshop 3 Schedule and Script

Designing Community Interviews

This is the complete script for “Designing Community Interviews” workshop three. It includes instructions on how to do each activity and links to the key handouts needed for “Interview Design Activity.” The script is much more formal than the actual activity, which should be more conversational.

Supplies needed

Before workshop: Ensure with community organization that all participants have access to mobile phone and preferably a computer to type results.

- For each participant– three copies of [“about me/consent form.”](#), handout “Research activity: Interviews” paper
- Pencils with erasers
- White board or poster paper
- Dry erase or poster markers for writing questions
- Google doc to share with group that contains interview questions
- Google drive set up for all participants to share materials: Folder for each participant, interview writeup document, interview handout.
- Summarized results of previous workshop topic prioritization exercise (sticky notes and team notes from previous exercise)

Preparation needed:

Advance technology preparation:

1. Ensure Access to Technology:

- Ensure that each member has access to a cell phone or audio recording device, as well as a laptop.

2. Google Drive Setup:

- Ensure that every member has a Google account or create one for them if needed.
- Create a shared Google Drive folder for the organization. This folder should have a copy of the “designing interview research” handout, the consent form, the “about me” handout, and the finalized interview questions created in this workshop. A

3. Share Permissions:

- Share the link to the organization's folder with all members.
- Set permission settings to "Editor" for everyone with the link, so they can upload and edit content.

4. Personal Folders:

- In the organization's main folder, each member should create their personal folder.
- Name the personal folders with the members' names for easy identification and organization.

Tasks assigned to team members:

- Coordinating food order
- Printing
- Setting up the technology before the workshop (this person can explain the technology at the workshop, too.)
- Typing the questions into the google drive folder

- Tracking attendance:
- Archiving materials (collecting & scanning materials; uploading into folder)
- Field notes to capture what participants said (should be done by someone not facilitating)
- Documenting insights from participants (notetaker sits with participants as they work on mapping exercise and other small group discussions)

Schedule

6:20 p.m. Reconnect and Introduction to the Evening (20 mins)

Welcome everyone! Today we will be getting into interviews. The goals for today are to:

1. Finalize your priorities from two weeks ago
2. Work together as a group to decide on interview questions for your priority areas
3. Learn and prepare to conduct effective interviews
4. Set up the technology needed for your interview

Before we start with the interview process, let's start with an icebreaker/opening activity:

Scattergories Activity:

Project game on the screen: <https://swellgarfo.com/scattergories/>

There will be a letter displayed on the screen.

Once the timer starts, you will have 140 seconds to come up with an answer that belongs to each of the displayed categories that will begin with the chosen letter.

After the time ends, we will go around the room and ask everyone what they wrote for each category.

The person who has the most categories wins.

6:40 p.m. Turning priorities into data: Design your group's interview project

Interview Design Activity

Goal: Group works with their highest policy priorities and designs an interview protocol with 3-5 effective questions to ask peers in the community. This activity:

- Restates the group's policy priorities.
- Creates interview questions.
- Provides shared knowledge about how-to interview,
- Ensures everyone understands the technology and methodology to create successful interviews.

Total Time Needed: 2-3 hours

Staff required:

Facilitator: Guides group through activity and helps group shape effective questions

Question scribe: Types final questions as worded into online document available to all in the group

Notetaker: Takes fieldnotes during activity to learn how participants are thinking, feeling, and recommending related to policy development work.

Facilitation script for interview question design:

Note: This script is written very formally, but this activity will ideally be a back-and-forth conversation.

Step 1: Introduce the activity

Give participants the [Designing Interview Research Handout](#).

“We are now in an exciting part of the process for research nerds like me! We are going to design the interview questions for you to bring community voices into your policy recommendations. Let’s review the goals of today’s workshop. You can see these in the first part of your handout”:

Today’s Workshop:

Outcome: Identify our research areas and design interview questions. We will cover:

- How can we learn what our community thinks about the priorities we’ve identified?
- Why are interviews a good approach? What questions can we ask our peers to create good recommendations to policy makers?
- How can we ask good questions that will allow peers to tell their stories?
- What technology and tools do we need? How can I use them?
- What are some tips for good interviewing?

Step 2: Finalizing priorities (30 minutes)

“First, let’s identify topic priorities to decide on the topic of your research project.” (Facilitator shares priorities from previous exercise.) “We’ve talked about many important things today. Here are the topics that emerged as most important in the prioritization activity. (Read post it notes and summarize top priorities for discussion).”

Discussion questions for the group:

1. Are there initial thoughts around these topics? Can someone describe a little more around why these should be prioritized as top concerns?
2. What are our top priorities for two topics that you will do your interview project about? (Small groups or pairs, participants make a list). Share these back to the group. (20 minutes.)

Write the possible topics up on the butcher paper. Help them get to final two through facilitation.

“We are going to design a project where each of you interviews three people on these topics. Why do you think that interview data might be effective for creating recommendations for policy makers?” Affirm everyone’s answers. (Give participants a few minutes to share answers. Some answers are: evidence is needed to make policy, policy makers can recommend policies based on what they learn hearing these stories, interviews are a way of bringing community priorities to decision makers, etc.)

Notetaker: Takes fieldnotes during activity to learn how participants are thinking, feeling, and recommending related to policy development work.

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Step 3A: Write interview questions for first theme

Write each of two prioritized topics at the top of two fresh sheets of sticky large paper put these up at front of room.

“These are the two highest priority themes. Remember that other themes will also be presented at the Council. These are the highest priority ones that you will present in your key recommendations. Let’s work together to design an interview project for you to interview peers to learn more about what your community is thinking about these topics.”

“Each of you will conduct three interviews. All the interviews together will make a ‘data set’ to talk to a total of (3*number of participants, e.g., “3*10 participants=30) people. We’ll talk about how to do this in a minute. For now, let’s focus on questions. Each interview will be short and take between 5 and 10 minutes. Right now, we are going to work together to write some questions to ask in the interviews.

We will start with each of us working on questions on our own. Then, we will go around the room and share our questions out loud. Then, we will work together to edit the questions we have written.”

“Let’s think about how we can ask good questions that will allow peers to tell their stories?” Give people a chance to share some answers, affirming and extending useful comments and encouraging all participation. **Facilitator can also share tips:**

“Here are some tips for writing a good question:

- Simple questions that don’t get answered yes or no.
- Ask questions to invite a story (What does a good neighborhood look like to you? Could you say a bit more about what you mean by _____? Why ?)
- Good questions are based on real experiences, not generalities. Ask them to talk about things they know from personal experience.
- Seek out rich detail. “Specificity is the soul of a good story.”

Start with the topic that is easiest to write questions about (facilitator picks)

1. “On your own, please write 3 proposed questions that you could ask peers to invite them to talk about the topic you’ve chosen.” *If appropriate, facilitator can start with an example question. (See below)*

Facilitator waits quietly for up to 5 minutes while people draft questions. Facilitator can watch to see if people need help or if they are finished and ask if people are finished before moving on. Then, facilitator pairs people:

2. “Now, pair up with the person next to you. Please work quickly. Share your questions with each other. Notice: Do you have any that are similar? Work together to choose two of your best questions from all of those you have created.” (5-10 minutes)

Facilitator asks people to share questions to the whole group:

3. “Let’s go around the room. Each pair can share one question. If someone before you has suggested a similar question, it’s okay to share a different question or just tell us that the question is like the ones you’ve written.”

Facilitator writes all the questions on a butcher paper, using a second sheet if necessary.

“We’ll finalize these in a minute. Let’s work on the second theme.”

Step 3B: Write interview questions for second theme

“Let’s work together on writing questions for the second theme.

Again, we will start with each of us working on questions on our own. Then, we will go around the room and share our questions out loud. Then, we will work together to edit the questions we have written.”

“Remember the tips on how to write good questions. Keep using them for this second round of writing.”

Work with the second theme – repeat the theme if needed.

We will start with each of us working on questions on our own. Then, we will go around the room and share our questions out loud. Then, we will work together to edit the questions we have written.”

1. “On your own, please write 3 proposed questions that you could ask peers to invite them to talk about the topic you’ve chosen.”

Facilitator waits quietly for up to 5 minutes while people draft questions. Facilitator can watch to see if people need help or if they are finished and ask if people are finished before moving on. Then, facilitator pairs people:

2. “Now, please pair with the person next to you. Please work quickly. Share your questions with each other. Notice: Do you have any that are similar? Work together to choose two of your best questions from all of those you have created.” (5-10 minutes)

Bringing questions to the group

3. “Let’s go around the room. Each pair can share one question. If someone before you has suggested a similar question, it’s okay to share a different question or just tell us that the question is like the ones you’ve written.”

Facilitator writes all the questions on a butcher paper, using an additional paper if necessary.

Step 4: Selecting and revising 3-5 questions (2-3 per theme) that work together to achieve an effective interview.

Facilitator: “Now, we will work to choose and edit 3-5 questions that will work well together to give peers a chance to tell their stories on these two different themes. We want to invite them to tell their story to help us understand our community and make policy recommendations.”

1. “Let’s start with the first theme. Which of these questions stand out to you as ones that will work well to achieve our goals?” *Give participants a chance to look at the questions and identify*

ones. Give them feedback on question wording and invite them to give feedback on wording. Work towards a consensus of wording that is effective and that everyone is comfortable with. Try to steer away from too much wordsmithing, but this is also an opportunity to hear how language connected with Council/organization's policy areas works for a particular group.

2. "What order should the questions be in?" If no one has an answer, consider that questions that are more general or more of a warmup can be a good place to start. Think about the order of the story you'd like to invite the interview participants to tell.

Repeat the process with the second theme. Work towards 3-5 questions (2-3 questions per theme).

Step 5: Practicing the interview

Explain the ["about me/consent form."](#) "This form is very important. It is both a way for interviewees to make sure they feel comfortable with the process, and you will learn a lot of important things from the "about me" details." Read through the consent form step by step.

Ideally, the facilitator should interview one of the workshop participants using the consent form, about me sheet, and the questions just written so everyone can watch. Debrief to find out if anything was unclear or needed rewording for other reasons.

Next, review the interview tips on the "Designing Interview Research" handout. Ask participants to take turns reading. Ask for responses at the end of the "your role," "follow-up questions" and "interview logistics" sections.

Finally, take 15 minutes or so for participants to pair up and practice the interview process to gain confidence. If there's time, debrief about the experience.

Step 6: Expected deliverable and process

Participants need to understand that these deliverables for three interviews are required to receive the stipend:

These steps are listed in the "Designing Interview Research" handout

1. Complete three interviews and write-up of the interviews: [See the details on the "Designing Interview Research" handout.](#)
2. Complete required deliverables (written materials and recordings to put in the google folder, see details in the "Designing Interview Research" handout.)

Step 7: Technology

Take the necessary steps to set up the technology before the workshop by working through this list and sending reminders that participants need a recording device (often a phone) and a Google account. The facilitation team will need to set up the shared Google Drive folder, the individual folders, set permissions, and share the folder with all members.

1. Ensure Access to Technology:

- Ensure that each member has access to a cell phone or audio recording device, as well as a laptop.

2. Google Drive Setup:

- Ensure that every member has a Google account or create one for them if needed.
- Create a shared Google Drive folder for the organization.

3. Share Permissions:

- Share the link to the organization's folder with all members.
- Set permission settings to "Editor" for everyone with the link, so they can upload and edit content.

4. Personal Folders:

- In the organization's main folder, each member should create their personal folder.
- Name the personal folders with the members' names for easy identification and organization.

By following these steps, everyone will have access to the necessary technology, a Google Drive account to collaborate, and their own personal folder within the shared Drive to contribute and manage their interviews and documents efficiently.

Workshop 3 Handouts

Designing Interview Research

Community Voices to Inform Regional Development

Today's Workshop:

Outcome: Identify our research areas and design interview questions. We will cover:

- How can we learn what our community thinks about the priorities we've identified?
- Why are interviews a good approach? What questions can we ask our peers to create good recommendations to policy makers?
- How can we ask good questions that will allow peers to tell their stories?
- What technology and tools do we need? How can I use them?
- What are some tips for good interviewing?

Tips for writing effective questions

Writing good questions

- Simple questions – we will work on these together.
- Ask questions to hear a story (What does a good neighborhood look like to you? Could you say a bit more about what you mean by _____? Why?)
- Helping avoid abstract descriptions. Ask them to talk about things they know from personal experience.
- Seek out rich detail. "Specificity is the soul of a good story."

Assignment before the next workshop.

Outside of the workshops, you will spend about 5 hours on the interview project. This is a requirement for the project. The steps are:

1. **Arrange interviews** with 3 peers.
2. **Paperwork.** At the start of the interview, ask them to sign the consent form and fill out the "about me" sheet.
3. **Interview each person** for 5-15 minutes. Using the exact questions we created in the workshop, Record the interview and take notes during the interview. Feel free to talk for longer if you want to. (1.5 hours total work)
4. **Complete required deliverables (next page)**

Required deliverables to upload into your Google Drive Folder

[Due Date] two days before the next workshop. Upload this into the folder with your last name.:

1. **Written requirement.** Reviewing your notes and recordings, type 3-5 important things they said for each question. Type these important things into interview notes document. Upload this to google drive. Name this "YOURNAMENOTES". (2.5 hours total work). The format should be:

For each interview, write:

- A. Question 1 three key ideas
 - B. Question 2 three key ideas
 - C. Question 3 three key ideas
 - D. An important quote, exactly as it was said:
 - E. What worked about the interview? What would you improve?
 - F. **After all three interviews, write:** A summary you would present to Council Members – what do they need to know about your interviews to understand the region as it is and into the future?
2. **Three interview voice recording files** uploaded to google drive. You will name each "YOURNAME1," "YOURNAME2", "YOURNAME3"
 3. **Three about me/consent forms.** Take a picture of the consent form and "about me" within google drive. Name them "YOURNAMEC1.pdf", "YOURNAMEC2.pdf", "YOURNAMEC3.pdf"

Interview tips

Your role in interview:

- Establish an interview partnership
- Many possible roles the interviewer plays
- Define areas for to explore and ask questions to help the interviewer tell the story
- It's ok to help steer the interview! Help the interview participant focus on relevant topics.
- Check in– "I think you're saying this, am I right?"
- Don't question interviewee choices, motives, opinions, or personal worth. Avoid "cut-offs" ("I understand." "Oh, ok") before they are needed.
- Ask follow-up questions. Be curious. "Anything else I should know?"

Follow up questions: How to help interview participant develop information:

- Extending – How did that start? Could you tell me more? What happened next?
- Filling in detail. Could you walk me through it? What happened then? (Information)
- Emotion is important, too! How do they feel about this topic? How strongly do they feel?

Interview logistics

- Arrange to meet someplace quiet, safe, and good for recording
- Ask them to fill out about me/consent sheet
- Test equipment and make sure recording works
- Listen carefully, jot a few notes in your notebook
- Review the recording and write up interview findings as soon as you can after the interview
- All interview analysis and recordings are due in our google drive by [Due Date]

Young Leaders Collaboration Interview Consent Form

Community Voices in the Twin Cities: Informing Regional Development

I am participating in the Regional Development Guide Community Collaboration with the Metropolitan Council. I am doing interviews to help the Council understand what community members in the Twin Cities region think about important issues.

I invite you to participate. This will involve answering questions with me for 20 minutes or less. You have the right not to answer any question, and to stop participation at any time.

Your participation in this research is voluntary. If you choose not to participate or to withdraw from the research at any time, there will be no penalty.

Your answers will be used to help policy makers understand what young people our age need. There are no foreseeable risks or discomforts to your participation.

Your responses will be confidential. The results of this research may be used in reports, presentations, or publications but your name will not be used.

I would like to audio record this interview. The interview will not be recorded without your permission. Please let me know if you do not want the interview to be recorded; you also can change your mind after the interview starts, just let me know.

If you have any questions concerning the research, please contact the research team leader at: (gabriela.olvera@metc.state.mn.us). Please let me know if you wish to be part of the research.

By signing below you are agreeing to be part of the research.

Name:

Signature:

Date:

About Me (Pre-Interview Questionnaire)

We want to make sure we include many kinds of young people in our research. Please help us understand more about you.

Your age: _____ Your gender: _____

Where do you go to school? (N/A if not applicable) _____

How do you define your culture/ethnicity? _____

Do you work for pay? _____ What is your job? _____

Circle if you were born in: Minnesota Another state Another country

What is the best thing about where you live?

What would you like to change about where you live?