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CONOCO: “COping with NO mobility during COrona Virus times: Learning from each other”
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D2-Focus Group and Interviews

- VHS, will be in charge of overseeing the D2-Focus Group and Interviews procedure and deliverable. All partners will undertake to organize in their country focus groups with experts and the 14 interviews with the 2 interviewees (one male and one female) per category. They will record the results and will bear the responsibility to deliver the national report on time to Lead partner, to discuss the results with the Lead partner in order to produce the consolidated transnational national report.



The 7 same questions for all 7 target groups

Interviews taken with zoom or skype or physically with a camera.

On the first contact we ask the interviewees if they want **part of** their interview to be presented at the testimonials part of the project



The 7 same questions for all 7 target groups

- (1) Please tell us a little bit for yourself and your work and family status
(We keep part for the testimonial)
- (2) If you could point out the main effects that the crisis and the lockdown period had on you personally which would that be?
- (3) How would you describe these effects on your work
- (4) How would you describe these effects on your family life.
- (5) What were the three biggest lessons learned from the crisis for you?
- (6) In your view what helped you most cope with the lockdown situation regarding your work, personal life and family life?
(We keep part for the testimonial)
- (7) In your view, are we now prepared for another possible coming pandemic? Please give reasons for your answer.



The 7 same questions for all 7 target groups

1. Conducting the 14 interviews per partner from now until the 10 of October 2021. 2 interviews per target group (1 male and 1 female).
2. Evaluation and translation of the interviews to the **national report form** (essential contents) by end of October 2021. (word-document) Please record only the most important statements here. **By analysing into themes.**
3. Mid of November 2021 dispatch of the translation of the report form to vhs Schrobenshausen for final evaluation and consolidated report.



Collection of answers form

Question	answers focusgroup:
1	
2	
3	
4	
5	
6	
7	
ADD-ON	



➤ ANALYSIS of Interview answers using thematic analysis method (Module5)

Format of the National Report

1. Description of Focus Group interview procedure used and target group characteristics
2. Thematic analysis of interview replies (positive and negative themes) in two column table listing
3. Highlights of interview replies/interesting stories
4. Testimonials produced (names and target group characteristic, video code saved in GD)
5. ANNEX (collection of answers to questions)



Conducting interviews

A successful interview is characterized by a clear flow and a dramaturgy. This is the only way to ensure that your interviewer and the audience can follow you. You should follow a concrete line and not jump back and forth between various topics. Interviewing someone can be fun and informative if you know how to do it right. However, for a good face-to-face interview, you need to prepare well and respond to the other person in the best possible way. Below, you'll learn how to conduct an absolutely great interview that feels natural for both of you, but at the same time doesn't lose sight of your objective.



Part 1: Prepare for the interview

1. Be aware that the interviews will be different depending on the focus group, despite the same questions. Choose an adequate approach.
2. Be clear about what you want to achieve with the interview. You should already have a clear idea of what you want to achieve when preparing for the interview. The clearer you are about what you want to achieve, the more focused you will be in the interview and the less likely you will be to stray from the topic.
3. Here are some basic rules for preparing interview questions:
 - o Ask one question at a time.
 - o You should phrase your question specifically enough so that the other person knows what kind of answer you expect from him or her.
 - o Ask if the question was understood correctly if you notice that the partner is hesitating.
4. Do a Why-Up. You should prepare the small talk for the beginning of the interview yourself. Even if you're just talking about the weather or traffic, you should know how to make your introduction so that your interviewer feels comfortable with you from the first minute. Everyone immediately feels more comfortable when they can talk about something they like and know about, especially if it's not actually related to the interview.
5. Check your recording device. If you're using a cell phone, double and triple check that it's working, fully charged, and that you know how to use it. You don't want to ruin your interview before it even starts.



Part 2: Conduct the interview

- ✓ Introduce yourself. Be sure to use warm and open body language when greeting your interviewee, shaking hands and introducing yourself. Tell them a little bit about yourself and show that you are just a normal person doing an interview, not an intimidating and pushy paparazzo. Explain as best you can, albeit succinctly, who you are and why you want to do this interview. After you've introduced yourself, you can clarify some details about the interview - how long it will take, if you'll have time for a casual conversation at the end, just anything your interviewer should know before you start.



Part 2: Conduct the interview

- ✓ Make sure the other person is comfortable. This is the most important point of all before you get into the actual interview. After you've introduced yourself, warm up to your counterpart by making some small talk, crack a few innocuous jokes, look the other person in the eye, and make sure you have open gestures. If you're not the type to gesticulate a lot when speaking, keep your hands and arms relaxed at your sides. Your posture should be open and facing the other person without invading their personal space and getting too close.
 - Before you begin the actual interview, you should thank your interviewer for taking the time to meet with you.
 - When you meet at your interviewee's office or home, look around for things like photos, pictures, souvenirs, and the like. These are the kinds of things you display or hang up because you are proud of them. Pick an item and ask a few simple questions about it, and you can probably watch the other person open up to you.
 - If the person has come to your office or home, make sure everything is made as comfortable as possible. Offer a comfortable place to sit, make sure you are undisturbed, provide coffee, tea, and maybe some snacks. The more your interviewee feels welcome and at home, the better the interview will go.



Part 2: Conduct the interview

- ✓ Ask your questions. Maintain eye contact and listen carefully. Don't rattle off your questions in a tense manner, saying "Well, my first question is.... My second question is...". Make it feel like a natural conversation, not an interrogation.



Part 2: Conduct the interview

- ✓ Listen sincerely. Don't say "Aha!" or "Mhm" in a completely exaggerated way every two seconds, but nod occasionally and really focus on exactly what the other person has to say. Don't think about his last answer or look ahead to your next question. If your mind wanders, your interviewer will notice.
 - Pay attention to important words or phrases your counterpart uses. They may inspire you to ask completely new questions that you hadn't thought of before.
 - If you listen carefully, you will notice sooner if the other person digresses, and then you can gently guide him or her back to the actual topic.
 - If the other person says something you just don't understand, don't be afraid to ask. It's better to set the record straight than to risk a lingering misunderstanding.



Part 2: Conduct the interview

- ✓ Keep a low profile. Don't dominate the conversation. While it may help the other person feel more comfortable with you and open up if they learn about you as well, you shouldn't have more than about ten to twenty percent of the speaking parts. Ultimately, you want to interview the other person, not talk about yourself as much as possible. Don't be put off by pauses and short periods of silence. Let the other person think for a moment before you say something to get the conversation going again.



Part 2: Conduct the interview

- ✓ Let the other person be natural and himself. Sit out his initial nervousness and preconceived answers, and poke gently until you get at the personality behind the facade and get something useful and informative, maybe even surprising, out of him. After all, you want to end your interview with new information and new insights about the person and their ideas and views, not with platitudes.
 - If you feel that you just can't get anything reasonable out of the person, rephrase your questions or find another point of attack until you can coax your interviewee out of their shell.



Part 2: Conduct the interview

- ✓ Stay focused. Always keep your list of questions and your original questions in mind. Your questions shouldn't read like a checklist, and feel free to rephrase them a bit to weave them into the conversation, but be sure to keep your objective in mind. If you notice your interviewee digressing or intentionally or unintentionally ignoring your actual questions, gently nudge them back in the right direction.
 - If the person doesn't really answer a question in detail, you can rephrase it a bit and maybe get the interviewee on the right track: "Can you maybe clarify what you mean with an example?"



Part 2: Conduct the interview

- ✓ Maintain control. While the other person should have most of the speaking parts, you should definitely not let them take the whole interview out of your hands. You must be careful to stay in the position of questioner and director of the interview without being too obviously dominant in it. If, on the other hand, your interviewer talks so much that you can hardly get in the way with your questions, or if he even starts asking questions on his own initiative, you should politely but firmly steer him back in the right direction.
 - Always remain professional. Don't get upset if someone tries to take over the interview, but stay calm and collected. This is a much better way to regain control than to get artificially upset.



Part 3: Complete the interview

- ✓ End the interview professionally. Just don't say "I guess that's it then...". That would probably result in an awkward pause and make it seem like you're unable to sustain an intelligent conversation. Instead, say "There, now we've covered the topics I wanted to discuss with you. But before we get to the end, is there anything else you might want to say or a topic you feel strongly about?" This makes the interviewee feel like they are in an equal conversation and less of a question-and-answer game.
- ✓ Thank them. You should sincerely thank your interviewee for their time and patience in answering your questions. Make sure that your tone and body language also say that you mean this thanks. Don't immediately get distracted by all sorts of things as soon as the interview is over. Continue to be warm and open, even if you've already turned off the recorder or put away your notebook.
- ✓ Additionally, send a thank you message. Depending on how good your relationship was and how well the interview went, you can even write a thank you card or email. This will give them the additional feeling that you appreciate their time.



Final tips

- Keep your interview on track. If you notice you're getting off topic, it's perfectly okay to steer the conversation back in the right direction.
- Conduct a no-obligation mock interview to better prepare yourself.
- Decide together on a place where the interview can be conducted unencumbered in a relaxed atmosphere. ZOOM, Skype or personally with recordings via camera
- State the reason for the interview at the beginning and, if necessary, assure confidentiality of the statements. (If the results of the interview are to be used in written form, the consent of the interviewees should be obtained and they should be given access before publication.
- The ability to listen is one of the most important skills of an interviewer. Allow the interviewee time to respond to your questions. Listening not only empowers the person being interviewed, but also brings into the conversation those aspects that are of genuine concern to them.



Final tips

- If you get very general statements about the issues you are asking about, ask for examples. (Generalizations are not very helpful in understanding an issue!).
- Always make sure you have understood the interviewee correctly by briefly summarizing the information you have received and asking if this accurately reflects what was said.
- If you find your questions sufficiently answered, also give the interviewee another opportunity to ask questions of you. (Interviews are often one of the few opportunities to talk about certain aspects of school and everyday life in a protected setting.
- Tell the interviewee again what will happen with the answers and how you will handle personal data or statements. Also give them the opportunity to contact you later if this should be necessary for any reason.



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