

Qualitative Interviewing

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Overview

- Philosophical ranting
- Why qualitative + interviewing?
- Interviewing:
 - Recruiting
 - Consenting
 - Questioning
 - Debriefing, etc.
- Ethics

Philosophical ranting

- Epistemology – theory of knowledge; the nature of the relationship between the knower and the known/knowable
- Ontology – the nature of ‘reality’, ‘knowing’, ‘being’, etc.
- Axiology – the nature of values and value judgements
- Methodology & method

Focus on experience

- Think about a whānau - family gathering that you felt went really well. Think about where the gathering was, who came and who did they bring? Was it a special occasion? Tell me more about it.

Why qualitative interviews?

- Insights
 - Generalisations?
- Expanding understanding
- Sense-making
 - Cause and effect?
- Memory
- Search for exceptions
 - Outliers?

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Recruiting

- Through provider organisations
 - Who's research question is it?
 - What will happen to the data? Who owns it?
 - 'How do we know we can trust you?'
- Through networks or whakapapa
- Cold-calling followed by a letter
 - How did you get my number?
 - Where are you from?

Meeting and Greeting

- Don't make assumptions – location, 'look'
- How should I dress?
- Can I help?
- Where should I sit?
- Introductions
 - How did you get my number?
 - Where are you from?

Informed consent

- Now or after? Just don't rush.
- Invitation to participate – another interviewer?
- Overview of questions
- Time it will take
- Right to not answer
- Right to withdraw
- *Talking about the analysis of the data?*

Consenting to...

- Being interviewed
- Being recorded
- Receiving a copy of tape and/or transcript
- Analysis? Life story? Case study?
- Disposal of information
- What happens to information in the case of participant death

'Respect'

- It's not about you
- Shoes on – shoes off. How're your sox?
- Cultural competencies
 - Insider-out – Outsider-in
- Non-verbally neutral?
- Carrying tissues & water
- Koha - biscuits

Rapport

- Respectful & professional
- Friendly, natural, neutral & empathetic
- No assumptions
- No sharing of own baggage
- No: shock, interruptions, interrogations
- Admit if don't know something
- Do not touch participant

Asking questions

- Setting the context : 'touring the farm'
- Questions
 - Open-ended
 - Affirming
- Follow-ups
 - Non-verbal signals
 - Verbal probes

Focus on experience

- Think about a whānau - family gathering that you felt went really well. Think about where the gathering was, who came and who did they bring? Was it a special occasion? Tell me more about it.

Be the best listener you can be

'To allow us to enter into the other person's perspective... to find out what is in and on someone else's mind, to gather their stories' (Patton, 2002, p.341)

- It's not about you; it's not a conversation
- Let the interviewee be in the driving seat
- Be objective
 - Ask questions as if you don't know the answer
 - Be active and interested in them
 - Ask clarifying questions

Answering & doing therapy

- Answering questions
- Admitting to not knowing but possibly following up
- Brief interventions
- Referrals

Going 'off the record'

- Turning the recorder off
- What's said when the interview is 'over' and perhaps before it begins

Refusals and silences

- People need time to think
 - The length of a focus group silence
- It takes thought to tell a story for the first time
- Participants are being asked to 're-search' their lives and experiences
- Wait, wait... and wait some more

Going off the topic

- Circuitous stories and going 'off topic'
- How can you tell?
- Prompting questions related to the topic
- Good luck!

Closing the interview

- 'Is there anything else that I should have asked you about but didn't?'
- Showing that you've been listening
 - Summing up the main messages
 - Reflecting back
- Closing appropriately
- *Filing*

Debriefing

- Talking things through
- Supervision
- Making connections to service(s) for the participant (with their consent)

Pre-testing and piloting

- Validity – face, content, criterion?
 - e.g., rural vs. urban differences
- Strengths-based, affirming
- Gaps and assumptions
- What will the report look like?

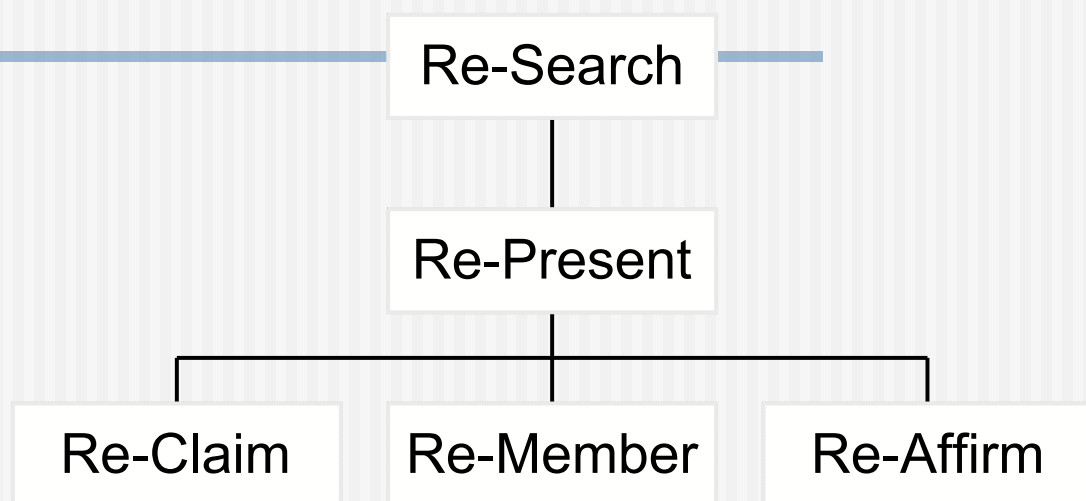
Validating

- Triangulation?

Ethics of story collecting

- Consents and permissions
- Re-presentation
 - Satisfaction with 're-telling'
 - Distinguishing between participant(s) and researcher(s)

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Our greatest asset...

- ...reflexivity

