

Living Life to the Fullest

Interviewing Guidelines 2018

This short guide, along with a Skype meeting with Kirsty, should introduce how to carry out a qualitative research interview for our project, Living Life to the Fullest. If you have any questions at all, don't hesitate to ask me (Kirsty) 😊

Recruiting Blurb

Feel free to use the below text to recruit interviewees. You might want to use this text in a Facebook status, or Tweet it. Or you might already have people in your networks that you would like to invite to interview; it's up to you. Everything prospective interviewees will need to know will be available on a dedicated page on the website:

<https://livinglifetothefullest.org/saywhatyouthink-interviews/>

Are you a young person (18-30) living with a life-limiting or life-threatening impairment (hereby LL/LTIs)? Do you want the chance to tell your own story and speak about your experiences? If so, we would like to invite you to participate in our research project that seeks to forge new understandings of the lives, hopes, desires and contributions of young people with LL/LTIs. We are looking for people to take part in an interview, either over Skype and/or Facebook Messenger or email. See here for more details:

<https://livinglifetothefullest.org/saywhatyouthink-interviews/>

Accessing accounts

Before the interview, you will be given access to an individual and generic social media or email account that is available only to you. This ensures that you don't have to use your own account/s to conduct interviews. Please note that the accounts and their contents are for your eyes-only. After the interview has taken place, Kirsty will collect the data and it will be deleted at the original source (e.g. the message thread or Skype recording). This is to ensure that we work ethically to protect interviewees' privacy.

- If you want to carry out a verbal interview, you will be given access to an individual generic Skype account.
- If you want to carry out a typed/textual interview you will be given access to an individual generic Facebook Messenger or an individual generic email account.
- If you have an interviewee that wants both, or wants the flexibility, we will ensure you have both accounts ready.

Helping prospective interviewees choose a format (if needed)

It might be that your prospective interviewee already knows which format is right for them, while others need help choosing. Using our interview schedule...

- ...a verbal interview might take over an hour – it depends on how people answer the questions.
- ...a typed/textual interview might take much longer and might have to take place over several sittings.

There may be other factors influencing interviewees' decision-making too, like which they find more comfortable. Let the interviewee know it's OK to take time to think about their choice, and that they can do both if needed or change partway through. Try and be flexible where you can. If you have any doubt, don't hesitate to message or email me (Kirsty).

Before the interview

Ensure that your interviewee has read and understood the information sheet and signed the consent form (available on the website here:

<https://livinglifetothefullest.org/saywhatyouthink-interviews/>)

Ensure you are connected to the interviewee on the format through which you will interview them. For example, on Facebook Messenger this will include sending/receiving a friend request in order to connect on Messenger. On Skype, this may mean "finding" someone. Kirsty can help with this if needed!

Make sure you have agreed a date/time and format with your interviewee, and that they are comfortable with this choice.

In the interview

1. Introduce yourself (see the Introductions note on the Interview Schedule)
2. Explain how the information is to be recorded and used.
 - E.g. "...the data from this interview will transcribed and/or put into a Word document for you to read over and agree (if you want to) that it's an accurate record of your story".
 - "Following this, the data will be deleted at the original source (e.g. the message thread or Skype recording). Your data (your interview story) will only be shared with me (your interviewer), and the University of Sheffield Research Team: Dan

Goodley, Katherine Runswick-Cole and Kirsty Liddiard” (see Participant Information Forms for contact details).

3. If you are conducting a Skype interview, ensure your recorder is recording.
4. Ask one question at a time. Make sure that you are clear and do not rush the question.
5. Give the person time to think.
6. Make sure that you listen carefully to the answers. Give people time to answer the question fully.
7. Try not to use complicated language – if in doubt, stick to the wording on the interview schedule 😊
8. At the end, thank people for taking part and explain that you will be in touch with their transcript, but that this may take some time. Assure them you’ll ‘check in’ before then to see how they’re doing and if they would like any post-participation support (see After the Interview).

What if...an interviewee gets upset?

If an interviewee gets upset in an interview sometimes that is OK – some of the topics on the interview schedule are very personal and may cause people to reach into experiences that are difficult to speak about.

Give some time and space for the interviewee to compose themselves if they want to; ask: “Do you need a moment?” Remind them that they do not have to answer if they do not wish to.

Gently ask the interviewee if they are OK to continue with the remainder of the interview, or if they would prefer to end the interview for now and come back to it another day/time, or even not at all (both of these options are OK).

- If they are OK to carry on then do so, but check in now and again to make sure the interviewee is feeling comfortable.
- If they are not OK to carry on, end the interview gently and politely at the interviewee’s speed.

Contact Kirsty to feed back your experience and talk about next steps.

After the interview

For the interviewee: After the interview, either you or Kirsty can send your interviewee a message/email asking how they are feeling since the interview and if they have any questions. It is important to let interviewees know that they can access support afterwards if they would like to access it. Ensure they have a copy of the Sources of Support sheet.

For you: Similarly, being an interviewer can take its toll – particularly if the interview topics touch our own lives in some way, or are similar to our own lived experiences or feelings. As for interviewees, support is also available for you as an interviewer. For example, this might be in the form of a chat with Kirsty, sharing your experience with other members of the Co-Researcher Collective or a counselling session or telephone conversation with a trained counsellor.

Lastly...

If you have any questions at all, don't hesitate to get in touch: k.liddiard@sheffield.ac.uk

To download a Skype recorder:

Go to <https://callnote.net>

You will be asked to supply your full name and your email address (you can use the individual generic email if you want to)

Install as you would normally would a programme.

CallNote should open automatically when you open Skype, but you will still need to click the red record button. Do this before making the Skype call.

