

Conducting the Interview

Recall the sections of the video description:

Introduce the person

What is the problem and what is the solution

Context on life in Katete, Zambia

How will their life be better once the solution has been implemented

Personal details to include what their role is at Tiko

Conclude with a thank you

After the interview is over, you should have all the information you need to complete this outline.

>>>> Getting to the True Problem <<<<

It is easy to determine the "cause" and "solution" for a project. They are just what the person is asking for. Getting to the "problem" means understanding the person's MOTIVATION for wanting this item more than any other. Motivation is closely related to problem. Motivation has to do with feelings/emotions whereas problem has to do with needs.

Most of the interview will be spent trying to understand the problem/motivation. If you do not get a satisfactory answer the first time, you will need to ask FOLLOW UP questions.

1. What is the definition of the word "motivation"?

Mark only one oval.

- ☐ a factor, especially a financial disadvantage, that tends to discourage people from doing something
- ☐ the reason or reasons one has for acting or behaving in a particular way
- ☐ a matter or situation regarded as unwelcome or harmful and needing to be dealt with and overcome
- ☐ a person or thing that gives rise to an action, phenomenon, or condition

2. Which of the following are "motivations" for buying a set of pots?

HINT: it is a motivation if you can follow it up with the sentence "Therefore I want a new set of pots".

Check all that apply.

- ☐ My current set of pots are dented. They no longer can sit flat on the oven.
- ☐ I gave my set of pots to my daughter.
- ☐ Pots are very expensive and I cannot afford to buy one.
- ☐ My current pot is too small.
- ☐ My pots were all stolen.
- ☐ Sam next door got a new set of pots and now I want some too.

3. Which of the following are "interview questions" for asking about "motivation" for wanting to go to ICT college?

Check all that apply.

- ☐ Why do you want to go to college?
- ☐ How much does an ICT program cost?
- ☐ What do you hope to accomplish after finishing the ICT program?
- ☐ Has anyone else in your family been to college?

4. Write an interview question that asks for the motivation for wanting a bicycle.

Sample dialog

Use this sample dialog to answer the following questions.

Interviewer Quinn: "Hi Alice, I'm excited to talk to you about your project to get glass windows for your house. How many windows do you need?"

Tiko member Alice: "I have one glass window already and I need 3 more."

Quinn: "Tell me a bit about your house. How many rooms does it have and what type of window do you have in each room?"

Alice: "I live in a 4 room house. We have a sitting room with one window and three bedrooms. Each bedroom has a window."

5. Which question should Quinn ask next?

Mark only one oval.

- ☐ Okay, basically you have a window in each room. Which room has the glass window?
- ☐ Why are you needing three windows?
- ☐ Do the bedrooms get wet when it rains because of the bricks in the windows?

6. What type of information is Quinn gathering with these questions?

Mark only one oval.

- ☐ Problem
- ☐ Context
- ☐ Personal details

7. Select the information that Quinn will need to get from Alice in order to write the video description.

Check all that apply.

- ☐ How long Alice has worked at Tiko.
- ☐ How big Alice's house is.
- ☐ A list of names/ages of all the people who live with Alice.
- ☐ How much school Alice completed.
- ☐ Reasons why Alice wants glass windows.
- ☐ A story or description of something bad that happened or could have happened because Alice does not have glass windows.

Sample dialog

Consider the following dialog.

Quinn: "Which room has the glass window?"

Alice: "The only glass window is in the sitting room."

Quinn: "When it rains, what happens? Do the bedrooms get very wet?"

Alice: "Yes."

8. Select the follow up questions that Quinn could ask next in order to get a better understanding of Alice's "motivation".

Check all that apply.

- ☐ Do any of your belongings get wet when it rains?
- ☐ Is it all the bedrooms that get wet? Is there one room that gets the wettest and if so, who sleeps there?
- ☐ When did it last rain?
- ☐ Do the beds themselves get wet?

9. When Alice has finished giving Quinn all the details about when it rains at her house, Quinn is done gathering "motivation".

Mark only one oval.

- ☐ True
- ☐ False

10. What else should Quinn ask in order to completely understand Alice's motivation?

Notice that each of the questions below are asking about a specific "problem" that is "caused" by Alice not having glass windows. The "cause" is Alice does not have glass windows. List all the "problems" this can cause, then ask a question about each.

Check all that apply.

- ☐ Have any of the bricks from the windows fallen and injured anyone?
- ☐ Has anyone ever pushed in the bricks to get inside your house? If so, what did they steal?
- ☐ Did you have windows in the house you grew up in?
- ☐ How is the ventilation in your house? Will glass windows help improve this?
- ☐ A glass window will add more light in the room. Is there anything the children are looking forward to doing once they have more light?

>>>> Understanding How Their Life Will Be Better <<<<

Once you understand the problem and the crew member's motivation, start asking about how the project will make their life better (assuming they did not already give you this information earlier).

11. Irene wants a bicycle with gears. Which of the following questions are asking about how her life will be better with a new bicycle?

Check all that apply.

- ☐ You said it takes you 3 hours to get to work with your current bicycle, how long do you think it will take with a bike with gears?
- ☐ You said it takes you 3 hours to get to work with your current bicycle. Why is that?
- ☐ What will you do with the old bicycle?
- ☐ What will you do with all your reclaimed time?

>>>> Personal Details <<<<

In this section, you will ask leading questions to try to understand some of the crew member's accomplishments (assuming you do not know them already).

12. John has only worked at Tiko for 3 months. Write three questions you can ask him in order to understand more about his "accomplishments".
