# Walkthrough Activity — Part 2

### Objective:

* Practice interviewing and obtain the documents required to complete a walkthrough

**Time:** 30 minutes

### Instructions:

Work in your assigned group (Group A or Group B).

* **Group A**: Interview the “client” (the facilitator(s) acts as the client).

The objective of the interview is to:

* Validate and (if necessary) update the information in the narrative and/or flowchart
* Obtain the necessary information to complete the walk-through documented in the Walkthrough of a SCOT (PM 5.3)
* Confirm your understanding of the SCOT and obtain the necessary documents to complete a walk-through
* Conduct the interview as you would an actual interview
* Practice what you have learned about how to conduct an interview
* **Group B**:Your role is to evaluate the interviewing skills of Group A.
* Read through the following criteria, watch the interview conducted by the other group and complete the following interview checklist to provide feedback:

|  |  |
| --- | --- |
| **Group:** |  |

| **Observations** | **Yes** | **No** |
| --- | --- | --- |
| **BEHAVIOR** |  |  |
| Did the interviewer use jargon/abbreviations which could confuse the interviewee? |  |  |
| Did the interviewer stay calm when treated unpleasantly? |  |  |
| Did the interviewer behave and speak in a professional manner? |  |  |
| Was the interviewer confident? |  |  |
| Did the interviewer show interest in the interviewee’s message by maintaining eye contact, nodding his or her head (body language in general)? |  |  |
| Did the interviewer take notes during the interview? |  |  |
|  |  |  |
| **PREPARATION** |  |  |
| Did the interviewer identify the purpose of her or his visit? |  |  |
| Did the interviewer have an agenda/plan/discussion points for the interview? |  |  |
| Did the interviewer have sufficient tools (notepads, pens) to conduct the interview? |  |  |
| Did the interviewer make an appointment for the meeting, and then did he or she arrive on time? |  |  |
| **EFFECTIVENESS IN RECEIVING INFORMATION** |  |  |
| Did the interviewer ask open questions, without trying to guess or suggest the answer? |  |  |
| Were the questions focused and to the point, without wandering off track? |  |  |
| Did the interviewer take notes? |  |  |
| Did the interviewer summarize the meeting, action items and findings to provide feedback and confirm his or her understanding? |  |  |
| Did the interviewer ask for further explanations when he or she seemed to not understand the answer? |  |  |
| **CLOSING THE INTERVIEW** |  |  |
| Did the interviewer thank the interviewee for the meeting? |  |  |
| Did the interviewer summarize the meeting and the findings to provide feedback and confirm his or her understanding? |  |  |
| Did the interviewer leave open the possibility to follow up? |  |  |

### Tip:

Part of the walkthrough documented in the SCOTs form has already been completed. You can use this to help guide you on the extent and types of questions you may ask in order to complete the SCOTs form.