

2. DISCUSSION GUIDE TEMPLATE

(Meant to be a general guide for a free-flowing conversation. Use the questions as a guide and steer the conversation rather than administering the questions as they are written. Allow for spontaneous flow of conversation even if they move away from the areas of information outlined in this guide. You can gently steer the conversation back to the topic under discussion. At all times offer deep listening to the interviewee.

Take permission from them if making audio/video recordings. Assure them that the recording is meant only for you to listen later and analyze information across interviewees.)

Begin with introducing yourself, your background and current objectives. Ask for a similar introduction from the interviewee. This step is very important as it serves to warm the interviewee up and break down barriers for sharing. After this you can start steering the conversation towards the areas of information you need.

Areas of information from Design Partners: Leadership and Function Heads

1. Organisation background

A short intro - how did you start, key milestones and current scope of work.

What is the problem the organisation is looking to solve – what is your problem statement?

2. Theory of Change

What is your theory of change – what is the organisation's vision of the solution?

How have you grown over the years – slow or quick curves.. how was it?

What is the best expression of your work and your organisation? What is the ideal state of play?

3. Organisation

How are you organised for bringing about the intended change (Structure)?

What is your key process of engagement with your primary stakeholders?

What according to you has worked in your approach?

Which are the things you do very well in the entire process? Describe in detail.

4. Outcomes

How many people's lives impacted (past, future)?

What are the kinds of changes that you have been able to bring about? This could be direct impact or indirect impact through advocacy, impacting policy etc.

What is your next ambition of impact?

How and at what frequency of impact measurement? What are the data points you collect?

5. Ecosystem

Key players and key levers?

Who are the key players in the ecosystem who have contributed to your growth story?

6. Donor Portfolio

What does your donor portfolio look like? Who are the donors, what is their donation size, what do they support?

7. Challenges

What are organisation level challenges? What are challenges of your program/function?

Could be in people, technology, funding, program management?

What are the possible solutions?

What are the new opportunities that the organisation is/should prepare for? What are the areas of work that need strengthening?

What are the possible areas of collaboration with SVP? Why do you feel SVP can help in those areas?

Areas of information from Primary Stakeholders (Group Discussion)

1. Background

Tell me a little bit about yourself (age, education, work history), who is there in the family, what do they do?

2. Aspirations and anxieties related to work

How and when did you start work?

Why did you choose the line of work? What do you like about it? What do you dislike about it?

What impact has your work made to your life and to your family?

What is your dream work? What do you want to achieve from it? How can you make it happen? What stops you from achieving it?

3. Relationship with the DP and the program

How did you come to know about the DP and the program? Why did you join them?

How has the experience been? What do you like? What difference has it made to your life?

How can this experience be made better (understand their anxieties and fears)?