

Managing Challenging Interviews Brief for triads role play

Research project

This practical is based on a study looking at people's experiences and views of dental health and treatment. The aim of the session is for delegates to gain some practical experience of interviewing a participant in a vulnerable or challenging situation.

The interviews will be carried out as role play, with each participant taking a character and rotating between interviewer, participant and observer.

Participant 2 – angry

- The introduction and background go smoothly. However, during the interview itself, the participant gets very angry about the cost of dentists
- Talks about:
 - How difficult it is to find NHS dentist
 - The financial burden of trying to pay for dental treatment against other costs of bringing up a family and looking after elderly parents
 - How irritating it is that those on benefits get free dental treatment
 - How feels penalised for trying to do the right thing: work hard and setting good example for children
- Participant is pushing researcher about what they are going to do about their concerns and how the research is going to help address these issues
- Eventually interviewer manages to calm the participant down and they are able to talk about the dentist in a less confrontational way