

Joining Instructions

Re: Managing challenging interviews – 10th and 11th November 2020

We are delighted that you will be joining us for the above training course. I am now writing with further details and the training programme.

The course will be held online via Zoom and I enclose a detailed programme.

You do not need to bring along any equipment to the course. However, we do ask you to be prepared to share your experiences of research with others and so please bring along any questions, problems or issues you may have encountered in the past. We hope that the sessions will be interactive and will help you to develop your understanding of, and skills in managing challenging interviews.

Please note that the course will involve practical exercises where you will get to use the skills learnt during the two days. To this end, we have attached handouts for day 1 and day 2. There is no need to look at these in advance of the start of the course.

If you have any questions about these joining instructions, please contact Jane Kerr on **020 7549 7121** or via email: Jane.Kerr@natcen.ac.uk (working days Monday to Thursday).

We look forward to meeting you.

Managing Challenging Interviews

This course (delivered online over two half-days) is designed to explore the key issues in planning for and conducting qualitative interviews with populations in vulnerable and/ or challenging situations. As well as providing insight from the trainers' own experiences, the course aims to offer a forum where participants can discuss their own studies and reflect on these issues away from the hectic day-to-day experience of carrying out applied research.

The course will be delivered through a mixture of taught and practical sessions by qualitative researchers from NatCen who have extensive experience of conducting in-depth interviews for complex qualitative studies.

Who should come on this course?

This course assumes an understanding of the principles of conducting qualitative research interviews. If you are new to qualitative interviewing, we recommend that you attend our Depth Interviewing Skills course instead.

You will find this course useful if you:

- Are an experienced qualitative researcher who wants to learn new skills in conducting interviews with vulnerable/challenging populations or to broaden or refresh your existing skills;
- Are experienced in conducting qualitative interviews with vulnerable/ challenging populations but would like an opportunity to discuss any issues arising with other researchers; and,
- Commission or manage qualitative research in an applied policy sector and need to understand the issues involved in conducting research with populations in vulnerable and/or challenging situations.

Learning objectives

By the end of the course, participants will:

- Be able to identify the factors that affect how vulnerable/ challenging a population may be;
- Be able to identify the potential risks to participants and researchers and develop strategies for managing these risks;
- Be able to plan strategies to manage challenging interview dynamics; and
- Have gained experience in managing these dynamics.

Programme

Day 1, Tuesday 10th November 2020

- 10.00am **Arrival and registration**
- 10.15am **Introductions:**
Introduction to the training, trainers and delegates. Experiences of conducting interviews with vulnerable/ challenging populations and aspirations for the day.
- 10.45am **Assessing and managing risk:**
We'll discuss how to identify the factors influencing how vulnerable/ challenging a population might be and the potential risks to both participant and researcher. We'll also look at strategies for managing these risks.
- 11.15am *Tea / coffee break*
- 11.30am **Assessing and managing risk continued**
- 12.30pm *Lunch*
- 1.30pm **Practical session:** An exercise about assessing risk and other ethical considerations among participants in vulnerable and/ or challenging situations using case studies (in small groups followed by feedback).
- 2.30pm **Interview dynamics:** This session begins with a brief overview of the best practice principles of qualitative interviewing.
- 2.45pm *Questions and close by 3.00pm*

Day 2, Wednesday 11th November 2020

- 10.00am **Arrival and recap on day 1**
- 10.15am **Interview dynamics:** This session continues from yesterday by focusing on the best practice principles of qualitative interviewing. It then goes on to explore ways of managing challenging dynamics that might arise in the course of an interview.
- 11.15am *Tea / coffee break*
- 11.30am **Interview dynamics (continued):** This session will include short demo interviews and discussion.
- 12.15pm *Lunch*
- 1.15pm **Practical session:** A practical session where delegates practice managing a 'challenging' interview situation in small groups followed by feedback.
- 2.40pm **Feedback and discussion:** Any questions or outstanding issues and close by 3pm.