

## Interview Tips: Think like a Pro & Ask questions like a Boss.

### Stage 1 : Empathize

Our next step in Empathizing is conducting interviews. How we develop our questions and plan ahead of time will directly impact the quality of the information we learn. **DON'T GO IN WITHOUT A PLAN!!**

Here are some tips from the professionals:

1. Start with **GENERAL** questions about hobbies, passions, etc. to get things started. This will help make both of you comfortable.
2. Always ask **OPEN ENDED** questions, not “yes/no” questions
  - “Tell me what you think...”
  - “Why do you think...”
3. Ask **REFLECTION** questions:
  - “What were some of the unexpected challenges/benefits?”
  - “How has this experience impacted your life?”
4. Ask questions that **CONFIRM** what you may **ALREADY KNOW**. They may not volunteer the information you are looking for if you don't ask for it!
5. Ask about **FEELINGS**:
  - “How do you feel about...”
  - “What was it like to do...”
  - “Why do you do what you do...”
  - “What motivates you...”
6. Trick them into getting the sound bite you want:
  - If you want them to say “This was the most important event in my life,” then ask “was this the most important event in your life?” Then if they answer yes, you can write “\_\_\_\_\_ said this was the most important event in his/her life.”
7. Always close with **“IS THERE ANYTHING ELSE YOU'D LIKE TO ADD?”**

## IQW: Interview Question Worksheet

<p><b>Interview:</b> <i>Which interview is this?</i></p>	<p>Expert: <b>Doug</b></p>						
<p><b>Objective:</b> <i>What is your objective in this interview? A clear objective will help you develop your questions to achieve your goal.</i></p>	<p><i>A good objective statement might be something like: "To find out _____'s most difficult obstacle." or "To Find out how _____ started to become a problem"</i></p>						
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<p><b>Questions:</b> <i>Start with your opening questions and "funnel down" to your meaty questions. You want to guide them gently from simple, general questions to the questions that attack the heart of your issue.</i></p>	<p>List your questions here →</p> <p>Warm up questions:</p> <ul style="list-style-type: none"> <li>• How long have you been in this line of work?</li> <li>• How did you get into it?</li> <li>• Why are you so passionate about this topic?</li> </ul> <p>Open Ended:</p> <ul style="list-style-type: none"> <li>• What is your take on pollution as a whole in general?</li> <li>• How is pollution affecting our health?</li> <li>• What kind of marine life is being affected the most from pollution?</li> <li>• What time of the year is pollution is most apparent?</li> <li>• What things are currently happening to try to prevent further pollution?</li> <li>• How do you feel that there's way to stop sewage from getting into the ocean?</li> <li>• Why do you think that there is so much</li> </ul>						

	<p>pollution?</p> <ul style="list-style-type: none"> <li>• How does this personally affect you and your work?</li> <li>• Is there anything about your job that is particularly stressful or difficult that could be easily avoided?</li> </ul> <p>Reflection:</p> <ul style="list-style-type: none"> <li>• Through this line of work how has it changed your perspective on pollution here in San Diego?</li> </ul> <p>How have you seen pollution increase or decrease throughout the years you've been working?</p> <ul style="list-style-type: none"> <li>• What are your thoughts on how we could decrease pollution in the water?</li> </ul> <p><i>Remember... ALWAYS CLOSE with this question: "Is there anything else you'd like to add?"</i></p>
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**Questions:**  
*Start with your opening questions and “funnel down” to your meaty questions. You want to guide them gently from simple, general questions to the questions that attack the heart of your issue.*

List your questions here →

- How long have you been in this line of work?’
- How did you get into it?
- Why are you so passionate about what you do?

Open Ended:

- What is your take on pollution as a whole in general?
- How does water pollution affect your job and income?
- What kind of marine life do you fish the most?
- Have you noticed a change in the color of water during certain seasons?
- Have you personally witnessed pollution while working?
- Do you do any things to improve water quality? Any precautions?
- Are you aware that there is no filter stopping runoff water from getting into the ocean? How do you feel about that?
- Do you personally see pollution harming the ocean?

Reflection:

- Through this line of work how has it changed your perspective on pollution here in San Diego?
- How have you seen pollution increase or decrease throughout the years you’ve been working?
- How do you think we could decrease the amount of pollution coming into the water?

*Remember... ALWAYS CLOSE with this question:  
 “Is there anything else you’d like to add?”*

<b>Interview:</b> <i>Which interview is this?</i>	<b>Advocate</b> -someone who advocates for water pollution
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	<p>ocean?</p> <ul style="list-style-type: none"> <li>• What was the point in your life when you realized you needed to do something to change pollution?</li> </ul> <p>Reflection:</p> <ul style="list-style-type: none"> <li>• Through this line of work how has it changed your perspective on pollution here in San Diego?</li> <li>• How have you seen pollution increase or decrease throughout the years you've been working?</li> </ul> <p><i>Remember... ALWAYS CLOSE with this question: "Is there anything else you'd like to add?"</i></p>
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List your questions here →

- How long have you been in this line of work?
- How did you get into it?
- Why are you so passionate about your job?

Open Ended:

- Do you feel like your work contributes to pollution?
- How does/can pollution affect your job?
- If there were environmental restrictions that prevented you polluting, would that put you out of your job or decrease your income?
- Are you aware of any other products that you could use that would not pollute the environment?
- Are you aware of anything that’s currently happening to try to prevent further pollution?

Reflection:

- Through this line of work how has it changed your perspective on pollution here in San Diego?
- How have you seen pollution increase or decrease throughout the years you’ve been working?

*Remember... ALWAYS CLOSE with this question:  
“Is there anything else you’d like to add?”*