

## Empathy Interview

(Adapted from the High Tech High Graduate School of Education)

**Goal:** to seek to learn more from students/practitioners/stakeholders about their experience(s) with a problem of practice you seek to understand.

### Norms for Empathy Interviews:

- Seek to understand
- Ask once, listen
- Maintain Confidentiality
- Ask questions that elicit stories or examples
- PROBE: "What makes you say that?"

### Preparation for the Interviews: (15 min)

What questions could you ask students/practitioners/stakeholders about their experience(s) with a problem of practice you are seeking to understand?

1. Question Selection/Brainstorm (3min): Draft 2-5 essential questions per primary driver or major theme within your improvement effort. These questions should elicit stories that illuminate the user-centered experience(s) with a problem of practice you are seeking to understand. Try to avoid asking questions that are binary in nature (eg. Yes/No or True/False questions).
2. Identify & Organize (5-10 min) Identify and organize your top 2-3 questions from each primary driver. You should have a minimum of 10 questions. Will they help you to understand the strengths and root causes of the problem of practice you are seeking to understand?
3. Predict & Plan (3min) What do you predict you may hear? If you are conducting the interview with a partner, negotiate who will ask the questions, and who will take notes.

### Consider these possible Empathy Interview Questions:

<b>Themes/Topics Program or Project work</b>	<b>Questions</b> Draft 2-5 essential questions per theme/topic within your improvement effort. These questions should elicit stories that illuminate the user-centered experience(s) with a problem of practice you are seeking to understand. .
Theme/Topic	
Theme/Topic	
Theme/Topic	
Theme/Topic	

Select a minimum of 2 questions from each area and copy and paste or scribe them below:

Your questions:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Conduct Interview (20-30 min)

Notes: