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| Tool: Implementation Stages  Empathy Interview: Process & Template |  |
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| An Implementation Support Practitioner can gain knowledge of the context through an empathy interview as part of the design process in supporting agencies with implementation. As you engage with agencies as part of readiness, utilize the following template to guide the conversation. | |

\*Note: You will want to review the base questions and contextualize them based on the agency and your work.

### Empathy Interview Process

**Before the Interview:**

* Co-create a list of critical perspectives (5-10) that would need to be interviewed, the logistics (virtual vs. face-to-face), and the communication protocols.  This can be done with the team being supported, executive sponsor or the project coordinator.
* Once the interviews are scheduled, copy this template and review/contextualize the questions with those being interviewed, such as executive sponsor, coordinator, staff.  This can be done by:
  + Adding questions as needed to probe into areas the agency would like to focus on.
  + Adding more profound questions such as
    - Can you tell me more about that?
    - What are you feeling at this point?
    - What is the reason for that?

**During the Interview:**

* During the interview, complete the template on the next page.

**After the Interview:**

* Compile the results into one document removing identifiable information
* Provide an aggregated report to the team and/or leadership supporting the process
* Schedule a time to discuss the results of the empathy interview process and consider using the [Context Specific Readiness Factors](https://eic.fpg.unc.edu/wp-content/uploads/EIC-Context-Specific-Readiness-Factors.pdf) to assist the leadership in reflecting on the data.
* Discuss and plan the next steps

### Empathy Interview Template

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| --- | --- | --- | --- |
| **Date** | **Time** | **Agency** | **Agency Focus** |
|  |  |  |  |
| **Interviewee Name** | **Interviewee Title** | **Interviewer** | **Interviewer Title** |
|  |  |  |  |
| **Contextual information of the Interviewee and connection to the agency** | | | |
| Explain your role and why you are conducting the interview (include any relevant context with the interviewee).  Ask the interviewee:   * Describe your role within the agency and how long you have worked here.      * Tell me about a day in your life at the agency.  What do you like about your agency?  What do you see as challenges? | | | |

**Example Questions for Interview (Remember to review and contextualize with agency leadership)**

*Political Context:*

* What key players or groups do you feel need to be approached regarding this need?
* What current policies or procedures would be a barrier to this work?

*Community Context:*

* Can you describe the agency's community they serve?
* How would the community respond to the identified need?  Would they agree or disagree?  How do you know?

*Organizational Context:*

* Do you see this as a need for the agency? Why or why not?
* Does the agency have a culture to support long-term focus and work? Please explain.
* Can you describe the agency's current infrastructure?  What does communication look like?  How is data collected and used?  Do you have a teaming structure?

*Financial Context:*

* What resources are currently available for this work/need?
* If the agency were to move forward with addressing the need, is there long-term or stable funding to do so?

*Learning Context:*

* What data do you collect and use regularly?
* How does the agency approach data collection and use data to make decisions?
* Do you feel the agency is ready for this change?  Why or why not?