

Sensing Interviews

Information Processing: Exploring and Discovering

PROCESS

- Arrange for 30-minute confidential interviews with individuals.
- Advise that sources of information will remain confidential, but if the same idea is heard from three or more people, it will be shared with the full group.
- Ask the following: “What are you feeling good about here? What problems exist? What recommendations do you have?”
- Organize the data and publish it with the full group. Display the ideas on flip charts.
- Ask if you got the information right in order to start a conversation about the data.
- Paraphrase and inquire as members offer corrections to the data. If appropriate, change the text on the flip charts.

ALTERNATIVES

- Publish the data in the text for pairs to read and explore before a full-group conversation.

cont.

- Share the data with the leader; the leader shares the data and his or her analysis with the group.
- The facilitator might engage in public coaching with the leader.

TIPS

- Publish only those items heard from several people.
- Have small groups talk about the data if comments are not easily forthcoming. Then engage the full group in conversation.
- Use this when entering a new group as a leader or when problems exist within a group but information is not being shared about it.
- Share with the leader first, if data are sensitive or coaching the leader's public responses would be useful.

NOTES AND APPLICATIONS
