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.
• 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
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