

Presentation

Conducting a semi-structured interview

Lesson 2

"The heart of the semi-structured interview"

Objectives of lesson 2:

- Know how to assess if responses provide the information expected,
- Know how to react with follow-up questions,
- Know how to manage one's time,
- Adapt one's attitude to the context,
- Maintain the attitude of an interviewer,
- Know how to close an interview.

Summary of the theoretical content

Five attitudes were identified: evaluation, interpretation, advice, inquisition, empathy. Empathy is the only correct attitude in a semi-structured interview because it does not steer the responses of the interviewee and allows a relationship of confidence and respect to be established. The source of empathy is an attitude of authentic, well-meaning neutrality. During an interview, the respect of pregnant silences is critical to accord the person being interviewed time to consider his or her response.

Lesson Plan

- 1) Familiarize yourself with the instructions for exercise 1 and do the exercise:
 - a. working with short video extracts, identify the nature of the questions and rephrase them if necessary.
 - b. Consult the auto-correction on the second part of the video.
- 2) Familiarize yourself with the instructions for exercise 2 and do the exercise:
 - a. you are presented with 4 case studies and you train yourself to formulate appropriate opening questions.
 - b. Consult the model answer provided (text).
- 3) Familiarize yourself with the instructions for exercise 3 and do the exercise: working in alteration between questions-responses based on the short video extracts, answer the questions posed.
- 4) Familiarize yourself with the instructions for exercise 4 and do the exercise:

- a. In the four cases presented, indicate the follow-up question(s) that maintain an appropriately professional attitude during a semi-structured interview.
- b. Consult the model answer provided (text).

5) View Nicole SIBELET's lesson on theory.

6) View the overall conclusion of the lesson on attitudes by Nicole SIBELET.

7) Participate in the forum on attitudes.

8) Familiarize yourself with the instructions for exercise 5 and do the exercise:

- a. working with short video extracts, identify the different points to address when closing an interview.
- b. Consult the auto-correction in the second part of the video.

9) View the video of exercise 6 and participate in the forum on closing an interview.

10) View Nicole SIBELET's lesson on theory.

Estimated duration of this lesson is: 5.5 hours

☞ **You may now familiarize yourself with the instructions for exercise 1 of this lesson.**