# Standard Operating Procedure: Conduct In-depth Interviews and Narratives

1. Test the battery level of your voice recorder before you leave for the community and put new batteries in the voice recorder if the battery level is low. Always pack spare batteries.
2. When you arrive at the household introduce yourself to the whole family and follow the consent procedure. If it is not a good time for the respondent re-arrange.
3. Conducted the interview in a private place where the respondent is comfortable. Explain to the respondent before hand to discourage anyone coming to listen to the interview If other people come to listen to the interview and cannot be prevented by the respondent, reschedule the interview.
4. Sit at the same level as the respondent and be aware of your body language.
5. Conduct the interview in the preferred language of the participant, using a translator if necessary.
6. Explain that you are interested in their thought and opinions and that you want to learn from them.
7. Record the interview using the voice recorder which should be put in an inconspicuous place that will pick up the conversation or FGD. Note the recording number in your field notes.
8. During the interview be enthusiastic and show interest and use techniques that encourage the respondent to talk and that makes them feel at ease.
9. Be unthreatening, humble, patient, non-judgemental and supportive
10. Address all topics listed in the interview guide. The interview guide should not be completed as a questionnaire and you:
* May need to re-phrase questions to get detailed responses.
* Keep questions short and simple and avoid asking multiple questions at the same time
* Avoid leading questions.
* May change the order of topics if it makes sense to do so.
* Should allow the participant to talk freely and ask clarifying questions as needed.
* Encourage respondents to talk with indirect probes
* Should probe for further information and follow up on interesting leads.
* Should use your knowledge from one interview to feed into the next.
* May try out or “practice” exercises that are unfamiliar to the participants with a (funny) example to encourage immediate reactions.
1. Write down key points in your note book in the language of your choice. You do not need to make extensive notes and ensure you do not ignore the respondent for a period of time as you scribble your notes.
2. Observe the context of the interview and non-verbal communication and record this in your note book.
3. At the end of the interview ask the participant if they have any comments about the process.
4. Thank the participant for their time and give them the token of appreciation.