Interview Team Training

Objectives for Sessions 1 and 2:

* To orient Interview Team Members on the ASSESS phase
* To practice the interview process
* To identify potential interviewees
* To match interviewers with interviewees
* To clarify the information gathering process

Training Overview

The interview team training is divided into two 2–hour sessions\*. The first session acquaints team members with the ASSESS Phase and the interviews. Using the Community Member interview handout, the facilitator demonstrates how to prepare for and conduct an interview using ACT on Alzheimer’s resources.

At the end of session one, each team member practices an interview with someone they know. Session two opens with a debriefing of the completed interviews, focusing on lessons learned and resources used. During this session, the team establishes the process they will follow as they conduct the community assessment. At the end of session two, each team member will select up to five interviews to complete.

\*Training length may vary depending on the size of the community, number of sector interviews to be completed and number of interview team members.

Session 1: Orientation to ASSESS Phase (2 hours)

Materials Needed:

* Sign-in sheet that includes name, phone number and email address
* Coffee/water/snack
* Folder or packet for each participant that includes the following:
  + Agenda; source: <http://www.actonalz.org/assess>
  + Know the 10 Signs tri-fold brochure or flyer; source: <http://www.actonalz.org/assess> Download under Step 3
  + Is Your Community Prepared? flyer; source: <http://www.actonalz.org/assess> Download under Step 3
  + Phase 1 – 4 work plan with dates added; source: <http://www.actonalz.org/convene> Download under Step 4
  + Interview Team Member and Lead Job Descriptions; source: Attachment
  + Sector Chart; source: <http://www.actonalz.org/assess>
  + Community Member Interview; source: <http://www.actonalz.org/assess> Download under Step 1
  + Action Resources: Dementia Friendly Communities; source: <http://www.actonalz.org/community-resources>
  + Call Script; source: <http://www.actonalz.org/assess> Download under Step 3
  + Thank You Letter for Interviewees; source: <http://www.actonalz.org/assess> Download under Step 5
  + Several copies of the interviews; source: <http://www.actonalz.org/assess>
* Laptop/Projector/Screen  
  ACT on Alzheimer’s website; source: <http://www.actonalz.org>

| **Time** | **Subject/Information** | **Handouts/Materials** | **Notes** |
| --- | --- | --- | --- |
| 15 min | Room set up:   * Arrange room so participants can face each other * Arrange food/beverage area * Project <http://www.actonalz.org> website on screen or wall * Have a common space for the practice interviews | * Sign-in sheet that includes name, phone number and email address * Coffee/water/snack * Laptop/Projector/screen | Create a comfortable, welcoming and informal environment  As participants arrive, ask them to sign in and take a folder/packet. |
| 20 min | Welcome  Introductions  *Why are you interested in being an interview team member?*  Review the concept of a dementia-friendly community:  *A* ***dementia friendly community****is informed, safe and respectful of individuals with the disease, their families and caregivers and provides supportive options that foster quality of life. Every community can take action to become dementia friendly.*  Overview of the 2-part training  *The training is divided into two sessions. The first session is to acquaint you with the website, resource materials and how to prepare for an in-person interview. The second session will establish a plan for conducting the full community assessment.*  Session 1 Training Objectives  *Today’s objectives are:*   * *To acquaint the Interview Team with the Assess Phase* * *To practice the interview process*   Review the Agenda and folder content  *Let’s begin by reviewing today’s agenda and materials.* | ACT Is Your Community Prepared? flyer  Source: <http://www.actonalz.org/assess> Download under Step 3  Folder or packet | This may be the first meeting for some people so sharing reasons why they want to be a part of this team helps build team spirit for a common cause.  A short review sets the stage for why a community assessment is the first step to becoming dementia friendly and is a quick reminder for those who have heard it in previous meetings.  Let participants know the training is divided into two sessions and both sessions engage them in the process.  Set participants expectations and activities for Session 1.  Provide an overview of the session and materials to be used. |

|  |  |  |  |
| --- | --- | --- | --- |
| 10 min | The Assessment Phase:  Provide an overview of the interview process  *The Assess Phase of the Dementia Friendly Community Toolkit captures a picture of the community’s strengths and gaps for meeting the community needs toward becoming dementia friendly.*  Timeline of the Assess Phase  *The length of time spent in the Assess Phase depends upon the time and resources of the team members. Each community is different and unique. Your Action Team created the work plan with target dates by each of the activities. Let’s review it.*  Job Descriptions  *As a member of the interview team, you need to know what is expected so let’s review your role and the role of the team lead.*  *Your team lead is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* | ACT on Alzheimer’s Assess Phase  Source: <http://www.actonalz.org/assess>  Phase 1 – 4 work plan with dates added  Source: <http://www.actonalz.org/convene>  Download under Step 4  Job Descriptions   * Team member * Team lead | Summarize Steps 1 – 6.  This assumes that the Action Team reviewed the work plan and established target dates by the activities.  If the team lead has not been identified, you should identify who will take on that role. |
| 30 min | Interview Preparations  *There are 11 different interviews based on the most common sectors that make up a community. We are going to look at one interview to learn how you can prepare to conduct the interview.*  *The Community Member interview will be our example. Community members representing a variety of organizations often encounter people with dementia during the course of their work day. This could include: educational institutions, service clubs, volunteer service organizations, museums, libraries, and the food shelf.*  *Let’s look at the overall process of how to complete this interview.*  Become familiar with the community sector by reviewing Action Resources available on the website.  *It’s important to familiarize yourself with resources for the community sector before conducting the interview. ACT on Alzheimer’s has many resources available for you to reference.* | Handout: Community Member Interview  Source: <http://www.actonalz.org/assess> Download under Step 1  Action Resources: Dementia Friendly Communities Source: <http://www.actonalz.org/community-resources>  ACT Is Your Community Prepared? flyer  Source: <http://www.actonalz.org/assess> Download under Step 3  ACT sector specific tip sheets: Businesses, Faith Community, Health Care, Hospitals, Legal Services, Libraries | Quickly review the ten steps on page 1 of the Community Member Interview.  Show the dementia friendly community infographic/visual on the ACT website. Inform participants that each “cloud” represents a community sector. Behind each cloud are resources to assist the community sector in becoming dementia friendly. Click on a few clouds to show as examples. If technology is not available ask participants to review page 2 of Is Your Community Prepared?, letting them know this visual and resources are on the ACT website. Print examples of ACT’s sector specific tip sheets. |
| 5 min | Schedule the Interview Appointment  *Once you have familiarized yourself with the sector and the interview content it’s time to make the initial contact with the person and schedule a time and place to meet.*  *A call script is available to use either for a phone call or an email message, if appropriate. Because this is a guide only, feel free to edit so the content fits your style.* | Call Script Source: <http://www.actonalz.org/assess>  Download under Step 3 | Some have difficulty with the initial contact so including the call script is a valuable tool for them. |
| 5 min | Thank You Letter for Interviewees  *The person interviewed more than likely scheduled interview time during their work schedule or busy day. Make sure you reach out to them after the interview by sending a thank you letter either through the mail or an email message. A sample is included in your materials.* | Thank You Letter for Interviewees  Source: <http://www.actonalz.org/assess>  Download under Step 5 | This is an opportunity to let interviewees know that they will be invited to a community meeting once the assessment is complete. The results of the assessment will be identified along with major themes, strengths, gaps and priority goals. |
| 5 min | Leave Behind Materials  Is Your Community Prepared? flyer Know the 10 Signs  *Know the 10 Signs is a very powerful piece that can be left after the interview. You may want to make a copy of some of the sector specific resources you reviewed in your preparation to share with the interviewee. Also, think about referencing the ACT website.* | Is Your Community Prepared? Flyer  Source: <http://www.actonalz.org/assess>  Download under Step 3  Know the 10 Signs tri-fold brochure or flyer  Source: <http://www.actonalz.org/assess>  Download under Step 3 | Have copies of Know the 10 Signs and Is Your Community Prepared? available for participants to take with them. |
| 10 min | **BREAK (if appropriate)** |  | A break may be necessary if a partner is needed for the role play interview activity. |
| 10 min | Role Play: The Interview  Using the Community Member Interview the Lead and a team member role play, going through the interview questions.  Questions/Comments | Community Member Interview  Source: <http://www.actonalz.org/assess>  Download under Step 1 | Prior to the meeting the Interview Lead or another member agree to participate in the role play and preferably completed it prior to the meeting.  The purpose is to demonstrate that the interview questions may lead to additional conversation relevant to the full assessment. |
| 10 min | Practice an Interview  *It is important for you to become comfortable with the interview process. Your task is to choose one interview from a sector of your choice and conduct an interview with someone you know. You should prepare for the interview by reviewing the interview questions and researching the sector using the Action Resources from the ACT website. You may also use the call script for the initial contact and the thank you letter template after the interview. Your experience will be a positive and successful one with all the resources available. We will meet in two weeks so you can share your experience and discuss the next steps.* | Handouts: Several copies of the interviews  Source: <http://www.actonalz.org/assess> | Having at least three printed copies of each sector interview is enough for the group. Experience says each participant should only take one interview to practice. There will be many opportunities after the practice to conduct several interviews in a short time frame. The purpose of this exercise is to have participants prepare themselves using the resources available and establishing a comfort level with the interviews and the interview process. |
| 10 min | Next meeting information  Set the meeting date, time and location. It should be about 10-14 days later to keep up the momentum.  Questions/Comments  *How are you feeling about the session and/or conducting your first interview?* |  | Participants are anxious to conduct their own interview. Allowing a short timeframe keeps their enthusiasm going and creates a deadline for those who need one.  It’s important to get feedback from the group prior to ending the meeting. Everyone should be positive and looking forward to completing their interview. |

Session 2: Implementing the Community Assessment (2 hours)

Session two opens with a debriefing of the completed interviews focusing on lessons learned and resources used. During this session, the team establishes the process that will be followed as they conduct the full community assessment. At the end of the session, each team member will select up to five interviews to complete.

Materials Needed:

* Sign-in sheet that includes name, phone number and email address
* Coffee/water/snack
* Folder or packet for each participant that includes the following:
  + Agenda; source: <http://www.actonalz.org/assess>
  + Sector Chart; source: <http://www.actonalz.org/assess>
  + Know the 10 Signs tri-fold brochure or flyer; source: <http://www.actonalz.org/assess> Download under Step 3
  + Is Your Community Prepared? flyer; source: <http://www.actonalz.org/assess> Download under Step 3
  + Several copies of the sector interviews; source: <http://www.actonalz.org/assess>
* Laptop/Projector/Screen   
  ACT on Alzheimer’s website; source: <http://www.actonalz.org>

| **Time** | **Subject/Information** | **Handouts/Materials** | **Notes** | |
| --- | --- | --- | --- | --- |
| 15 min | Room Set up   * Arrange room so participants can face each other * Arrange food/beverage area * Project <http://www.actonalz.org> website on screen or wall | * Sign-in sheet that includes name, phone number and email address * Coffee/water/snack * Laptop/Projector/screen | Create a comfortable, welcoming and informal environment  As participants arrive, ask them to sign in and give them a folder. | |
| 5 min | Welcome  Recap of Session 1  *In Session 1 we learned about resources available on the ACT website and how to prepare for an in-person interview. In this session we will identify a plan to implement the community assessment.*  Session 2 Training Objectives  *Today’s objectives are:*   * To identify potential interviewees * To pair interviewers with interviewees * To clarify the information gathering process   Review the Agenda and packet content  *Let’s begin by reviewing today’s agenda and materials.* | Folder or packet | A short review sets the stage for what was covered in Session 1 and what will be covered in Session 2.  Set participants expectations and activities for Session 2.  Provide an overview of the session and materials to be used. |
| 20 min | Debrief the in-person interviews  *We are anxious to hear how the in-person interviews went. Please share the following:*   * *Who you interviewed* * *Highlights of the interview* * *How you prepared* * *What you would do differently* |  | It’s important to let team members share their experience. Focus on how they prepared, the resources used from the website and what they would do differently in future interviews. Establish a comfort level for each participant.  Take time for a group discussion of overall thoughts and comments. |
| 30 min | Review the Sector Chart  *The next step is to identify what agencies, organizations and key contacts will be interviewed. Let’s work through the chart to list a few in each sector. We can start with a few and add more as we go.* | Sector Chart | Some of the chart may already be completed from previous Action Team meetings. Work through each sector so that there are a few suggestions in each. |
| 30 min | Assign Interviews  *Now we need to determine who will complete which interviews. Looking at the work we just completed on the sector chart, choose at least three and no more than five people to interview.* | Several copies of the sector interviews  Source: <http://www.actonalz.org/assess> | Encourage the group to choose a number of interviews that each participant will complete within the next two weeks. Usually 3-5 is a good range. Let participants go through the interviews to pick their choices.  Each participant shares their choices with the group. Team lead needs to record them. |
| 20 min | Establish the process  Pairs or individuals?  *Feedback from other communities who have completed their assessment say they find value in a two-member approach to interviews because one person can focus on the questions while the other records the high points of the conversation. A few members have shared they preferred working on their own. What would you like to do?*  Completed Interviews and Obtaining New Ones  *What will the process be when the interviews are completed?*  *What will the process be to conduct additional interviews?*  Keeping the Team Lead Informed  *How will you keep the team lead informed about the interviews and people you are interviewing to avoid duplicate contacts?* |  | Some members like to interview in pairs and others like to conduct them on their own. Establish what works for each member. Some will pair up at this point.  The group will need to decide if there will be a single source to obtained printed copies of blank interviews or will they print what they need on their own. Some coordinators chose to print copies and made them available to those who didn’t have access to the website. Other members printed their own when they needed them.  Part of the lead’s responsibility is to track the interviews. It’s important to keep the team lead informed of who is completing what interviews and the people being interviewed. The group needs to decide how this will be done. |
| 10 min | Wrap Up  Next meeting information  Set the meeting date, time and location. It should be about 10-14 days later to keep up the momentum.  Questions/Comments  *How are you feeling about the session and/or conducting the next set of interviews?* |  | Participants should select a time frame that keeps the momentum but gives them enough time to complete the number of interviews selected earlier.  It’s important to get feedback from the group prior to ending the meeting. Everyone should be positive and looking forward to completing the next set of interviews. | |