

**Maricopa Association of Governments  
Regional Domestic Violence Council  
Appreciative Inquiry Interview Guide – For Professionals**

*Conducting the interviews*

Thank you for interviewing people to help develop the next Regional Plan to End Domestic Violence! Your participation will ensure the plan builds on the strengths and successes of the last ten years. This guide will offer tips for the interviewing process.

As the interviewer, your main task is to gather detailed stories, quotes and ideas. Please take notes about the interviews and submit them by **January 29, 2010**. Experience shows it will be harder to remember the important details as time passes.

Please schedule the interviews as soon as possible. In-person interviews are ideal for gathering information and building relationships. If you are faced with the choice of conducting an interview by phone or not conducting it at all, please feel free to improvise as needed.

Here are some tips on how to conduct an effective appreciative interview. Please contact Renae Tenney at [rtenney@mag.maricopa.gov](mailto:rtenney@mag.maricopa.gov) or at (602) 452-5041 with any questions. Please send in your interview notes by **January 29, 2010**, by email, fax: (602) 254-6490, or mail to 302 North 1<sup>st</sup> Avenue, Suite 300, Phoenix, AZ 85003. Thank you again!

*What to do if people refuse to be interviewed*

If someone prefers not to be interviewed, please offer to send them the questions so they can respond on their own. It may help to let them know that an interview will take no more than 30 to 45 minutes of their time.

*Tips*

- Use the Professional Interviewer Guide while conducting the interviews with professionals. Space is provided after each question for you to take notes and some question prompts are provided to assist you during the interviews. The more highlights recorded, the richer the story is when analyzed with others. Do not take verbatim notes.
- Be genuinely curious about the interviewee's experiences, thoughts, and feelings.
- Please review the interview questions before you start. It helps to be familiar with the specific language and the flow of the questions.
- If people want to think about their answers, please give them the option of looking over the questions in advance of your interview.
- Here are some possible questions to use in follow up to encourage deeper sharing by the interviewees:
  - Tell me more.
  - Is there an example? How did the story begin?
  - Why do you feel that way?

- Why was that important to you?
- How did that affect you?
- What was your contribution?
- What was the organization doing that helped you achieve this?
- What do you think was really making it work?
- How has it changed you?
- Let the interviewee tell his/her story. Please do not tell your story or give your opinion about the interviewee's experiences.
- Listen for meaningful quotes, stories, positive experiences and visions for the future. Take notes in ways that help you to remember the highlights, the quotable quotes, mini-stories, major themes/concepts.
- Some people will take longer to think about their answers than others. Allow for silence.
- If somebody does not want or can not answer any of the interview questions, it is okay to let it go.

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Regional Domestic Violence Council  
Professional Interviewer Guide**

**Name of Interviewer:** \_\_\_\_\_

**Name of Interviewee:** \_\_\_\_\_

**Date of Interview:** \_\_\_\_\_

We have come a long way in addressing domestic violence in our region. As professionals in this work, we have implemented strategies to help identify domestic violence, developed brochures to help victims keep themselves safe, and expanded shelter and support services. Thank you for your shared passion and dedication in making a difference for those escaping violent relationships.

Now it is time to take a close look at how we can continue to make a difference for those experiencing domestic violence. We need your help in generating fresh approaches. We ask you to use “out of the box thinking” to identify concepts you have gleaned from your life and work experiences. Please join us as we continue to put an end to domestic violence in this region.

Preservation of Resources

- 1) Think of a time when you assisted a domestic violence survivor along their journey to self-sufficiency. What about this survivor’s story and experience was inspirational?
  - What would you say were the *top three elements or services* that made their journey possible?
  - What would you say can be done to maintain or enhance these *elements or services*?

*(INTERVIEWER: If the interviewee needs prompting, mention these may be feelings, relationships, services, and/or resources they found helpful. Try to determine where their three answers originated. For example, if “hope” was a major element, where did this hope come from? What made them feel hopeful?)*

- 2) Not all survivors may share the same access to services and shelter. What would you say is being done well to provide access to underserved domestic violence populations?

*(INTERVIEWER: If the interviewee needs prompting, mention that “underserved populations” may include people from historically marginalized groups. Some examples may be refugees, immigrants, undocumented people, those with substance abuse issues, disabilities, mental health issues, and affluence.)*

### Offender Accountability

- 3) Describe a peak experience when an abuser(s) was held accountable for his/her actions.
- What did the survivor do that helped achieve this positive outcome?
  - What did the organization or agency do differently that allowed this positive outcome to be possible?

### Systems Accountability

- 4) Describe a positive experience in which one or more systems accessed by a domestic violence victim(s) were responsive to the victim's needs.
- What made this experience memorable for you?
  - What did the systems do differently that helped to achieve this positive outcome to be possible?

*(INTERVIEWER: If the interviewee needs prompting, mention that "systems" may include outreach by community organizations and/or faith communities, law enforcement, health care, and courts. Try to determine how the systems were helpful. For example, if the interviewee says the police were helpful, what did they do that was helpful?)*

### Prevention

- 5) Describe a peak experience when you *clearly saw* the positive effects of domestic violence prevention efforts. What do you see as the keys to successful prevention efforts?

### Collaboration/Leveraging

- 6) Tell about a time when you were energized about working closely with others in reaching a shared goal. What made the experience energizing for you?

### Leadership Development

- 7) Recall a time when you were inspired by irresistible leadership. What was the situation and what made the leadership irresistible to you?
  - In what ways has this experience influenced your leadership style?
  - What would you say can be done to develop new leaders and re-energize current leaders in the domestic violence community?

Additional Comments

8) Is there anything else you would like to share?

Please contact Renae Tenney, MAG Human Services Planner I, with questions at [rtenney@mag.maricopa.gov](mailto:rtenney@mag.maricopa.gov) or 602-254-6300. Interview notes should be sent to Renae by **January 29, 2010**, via email, fax (602-254-6490), or mail (302 N. 1<sup>st</sup> Ave., Phoenix, AZ 85003).

**Thank you!**