

# **MTN-003D Stage 2 In-depth Interviews (IDI): Refreshing & Reflecting**

---

Zoe Duby

Desmond Tutu HIV Foundation

University of Cape Town

Cape Town, South Africa





# Outline

---

- Interview skills re-cap
  
- Reflecting on Stage 1
  - Interviewing techniques
  - Interview experiences
  - Talking about sensitive topics
  - Challenges faced in Stage 1
  - Lessons learned from Stage 1



# Interviewing Skills Recap

---

- Demonstrate neutral attitude: don't suggest approval, disapproval, judgment or bias
- Be sensitive to language & concepts of participants
- Allow conversation to develop naturally
- Be flexible: open to unanticipated topics and questions, flexible order of questions, probes, wording
- Check and verify meanings: don't assume anything
- Questions should be open ended, neutral, sensitive, and clear

# Interviewer Behaviour

---

- Engage with participant & listen attentively
- Adapt to different personalities
- Be aware of power dynamics, roles, relationships, and your own situatedness (e.g. class, sex, race and social distance) & how they are perceived by participant
- Do not patronise: respect the principle of participant-as-expert
- Establish rapport
- Do not scold, coerce or hound the participant
  - For example if you don't believe participant is telling the truth – don't come across as 'attacking' and put her on the defensive



# Reflect Back on IDI Techniques

---

- How did you start the interaction?
- What did you say or do to make the participant and yourself feel relaxed?
- Did the conversation become tense or uncomfortable at any stage?
  - If so, why and in what way?
  - What did you do to make the participant feel comfortable after this?
- Did you feel that the participant trusted you?
  - What did you do to create this trust?



# Reflecting on Stage 1 IDI Experiences

---

Reflect on your experience of using the IDI guide:

- *Were the questions easy to ask?*
- *Did participants struggle to understand any particular questions?*
- *How was the wording of questions?*
- *What techniques worked well?*
- *What techniques didn't work so well?*
- *How do you think you have improved?*



# Reflecting on Stage 1 IDI Experiences

---

- What was your experience of having multiple people present in the IDIs?
- Did it work well having an interviewer and note taker?
  - Challenges / successes
  - Roles of each person:
    - Interviewer
    - Note-taker
    - Observer



# Stage 1 Research Tools

---

## Interview Guide

- ❑ How did you find the questions in the guide?
- ❑ How did you find probing?
- ❑ Do you feel that you were able to ask everything on the IDI guide? (length/content/phrasing)

## Other tools:

- ❑ ACASI show card
- ❑ Body Map template
- ❑ Timeline tool
  - How easy were these to use?
  - How useful do you think they were?



# Talking about Sensitive Topics

---

- How did you find it talking about sensitive topics?
- Did you feel participants were opening up when talking about adherence?
- How did you feel talking about anal sex with participants?
- How easy was it to:
  - Not express or show your shock or disgust at anything the participant says
  - Be mindful of your body language and facial expressions
  - Maintain a neutral expression, act interested, but non-judgemental



# Did you face any of these challenges?

---

- ❑ Interruptions from outside
- ❑ Competing distractions
- ❑ Stage fright for interviewer/participant
- ❑ Being embarrassed by awkward questions
- ❑ Jumping from one subject to another
- ❑ Teaching / lecturing / moralising
- ❑ Counselling (for example, summarising responses too early)
- ❑ Presenting one's own perspective, thus potentially biasing the interview



# Lessons Learned from Stage 1

---

- What were the main challenges you faced in Stage 1 IDIs?
  - Were these expected/unexpected?
  - How do you think these could be addressed?
  
- What are the main lessons you learned from Stage 1?
  - As an individual
  - As a team



# QUESTIONS?

---