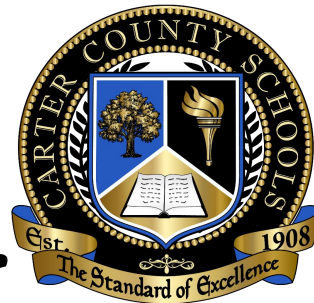


EMPATHY INTERVIEWS

JENNIFER FRALEY
CARTER COUNTY SCHOOLS



HELLO!

***INTRODUCE
YOURSELF TO
SOMEONE YOU
DON'T KNOW....***

WOULD YOU RATHER???

**GET TO GO ON A ONE-WEEK
VACATION ANYWHERE IN THE
WORLD THAT YOU WANT**

or

**GET TO GO ON A
MONTH-LONG
VACATION BUT HAVE
TO STAY WITHIN 200
MILES OF YOUR
HOMETOWN**



WOULD YOU RATHER???

***GO TO THE BEACH BUT
FORGET YOUR TOWEL***



or

***GO TO THE BEACH
BUT FORGET YOUR
SUNSCREEN***



WOULD YOU RATHER???

**GO TO DISNEYLAND FOR A
WEEK BUT HAVE IT RAIN
EVERY DAY YOU WERE THERE**



or

**STAY HOME BUT THE
WEATHER IS
BEAUTIFUL THE
ENTIRE WEEK**



WOULD YOU RATHER???

**GET TO EAT ALL THE ICE
CREAM YOU WANT ALL
SUMMER BUT ONLY
VANILLA**



or

**ONLY GET ICE CREAM
THREE TIMES THIS
SUMMER BUT ANY
FLAVOR YOU WANT**



WOULD YOU RATHER???

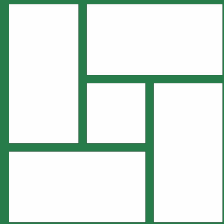
***HAVE TO GO ON A HIKE
WITHOUT SHOES OR
SOCKS***



or

***GO TO THE BEACH
BUT HAVE TO WEAR
A WINTER COAT***





The Prichard Committee

Building a Groundswell for a Big Bold Future

A Path to a Larger Life



KCSI Local Implementation

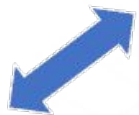
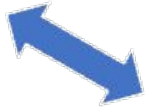
Collaborative Leadership

"Equip us (the community) with tools to talk with families and other community members".



We need tools like "empathy interviews" to gather more feedback from families that don't attend these meetings.

"I don't mind meeting with folks but what do you want me to say?"



Existing foundation in KY

<http://bit.ly/4bVs807>



GOALS FOR THIS SESSION

INTRODUCE THE CONCEPT OF EMPATHY INTERVIEWS

SHARE THE PROTOCOL CARTER COUNTY USED

ALLOW TIME TO REFLECT ON THE STEPS OF THE PROTOCOL

SHARE RESOURCES FOR EMPATHY INTERVIEWS IN YOUR COMMUNITY

EMPATHY

***THE ABILITY TO UNDERSTAND AND
SHARE THE FEELING OF OTHERS***

***SYMPATHY-UNDERSTANDING SOMEONE'S EMOTIONS
FROM OUR PERSPECTIVE.***

***EMPATHY-FEELING SOMEONE'S EMOTIONS FROM **THEIR**
PERSPECTIVE.***

WHILE MANY OF US MAY ALREADY PRACTICE EMPATHY IN OUR DAILY LIVES, WE'VE LEARNED THAT ONE PRACTICE – EMPATHY INTERVIEWS – CAN HELP CREATE MORE HUMAN-CENTERED IMPROVEMENT PRACTICES ACROSS SCHOOL SYSTEMS. (NELSESTUEN & SMITH, 2020).

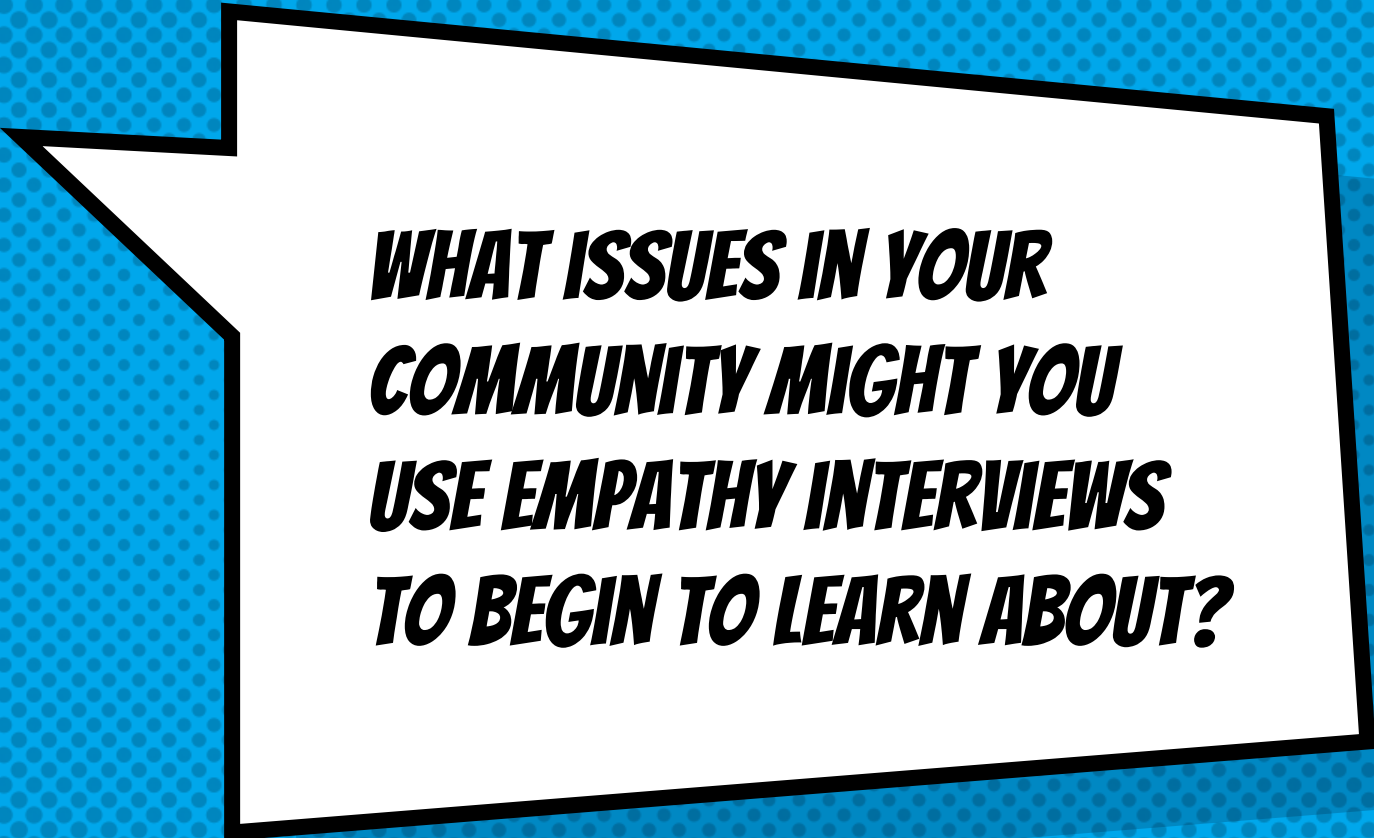
AN EMPATHY INTERVIEW IS....

AN OPEN-ENDED CONVERSATION BETWEEN TWO OR MORE PEOPLE ...

***WITH THE INTENTION OF UNCOVERING INFORMATION
MOTIVATIONS, THOUGHTS AND FEELINGS SO THAT
ALIGNED, PERSONALIZED AND INNOVATIVE SOLUTIONS CAN
BE DEVELOPED, CONTINUED OR REVISED.***

CARTER COUNTY EMPATHY INTERVIEWS

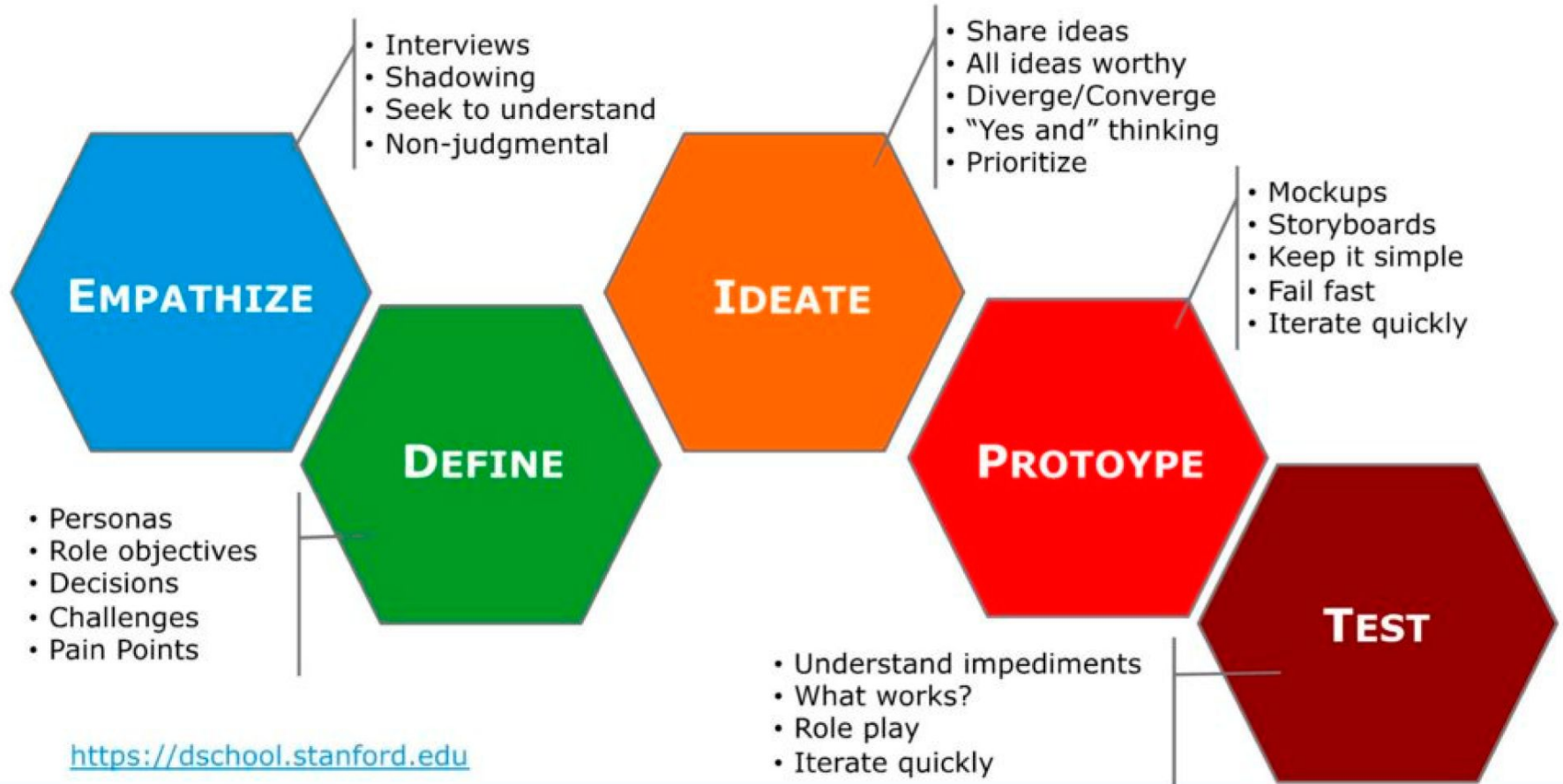
- L3 (LOCAL LABORATORIES OF LEARNING)***
- SCHOOL CONSOLIDATION (EMOTIONS HIGH)***
- KENTUCKY COMMUNITY SCHOOLS INITIATIVE***



***WHAT ISSUES IN YOUR
COMMUNITY MIGHT YOU
USE EMPATHY INTERVIEWS
TO BEGIN TO LEARN ABOUT?***

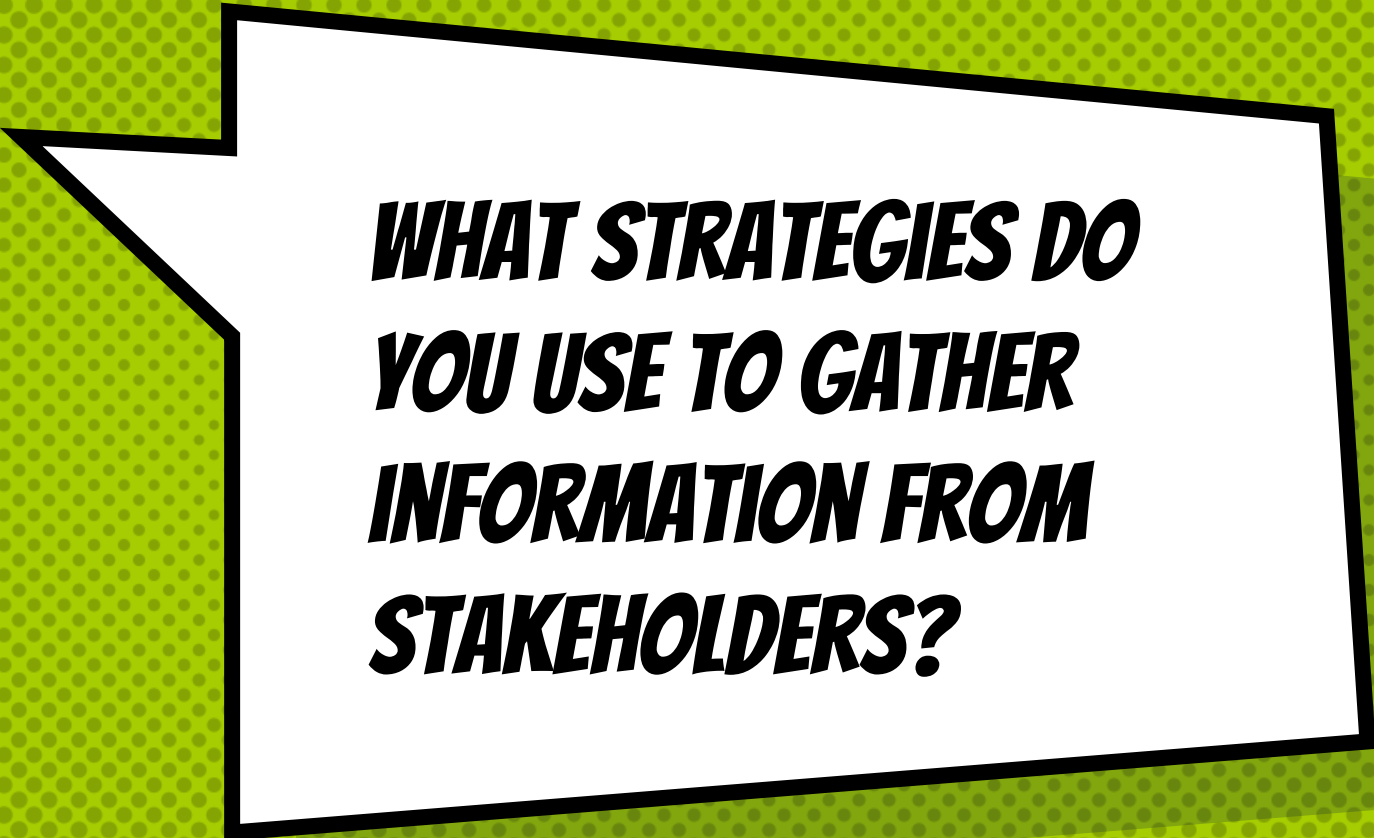
***EMPATHY INTERVIEWS (AND OTHER
CONVERSATIONS) NEED TO BE PART OF
A SYSTEM***

Stanford d.school Design Thinking Process



EQUITY

- ***EQUITY LOOKS LIKE RECOGNIZING THAT YOU DON'T NECESSARILY KNOW THE REALITIES OF YOUR STUDENTS', FAMILIES', TEACHERS', OR CLASSIFIED STAFF MEMBERS' EXPERIENCES.***
- ***PRIORITIZE HEARING THE PERSPECTIVES OF THOSE WHO MAY BE OR FEEL IGNORED, UNDER-REPRESENTED, OR MISUNDERSTOOD BY THE EXISTING SYSTEM, ESPECIALLY STUDENTS AND FAMILIES OF COLOR, THOSE LIVING IN SITUATIONS OF POVERTY OR HOMELESSNESS, AND THOSE FOR WHOM THE SYSTEM SIMPLY HASN'T WORKED.***



***WHAT STRATEGIES DO
YOU USE TO GATHER
INFORMATION FROM
STAKEHOLDERS?***

TRADITIONAL WAYS OF GATHERING INFORMATION

SURVEYS

POLLS

GOOGLE FORMS

MEETINGS

EMAILS



***HOW SATISFIED ARE YOU WITH
SCHOOL LEVEL LEADERSHIP?***

-VERY

-SOMEWHAT SATISFIED

-NEUTRAL

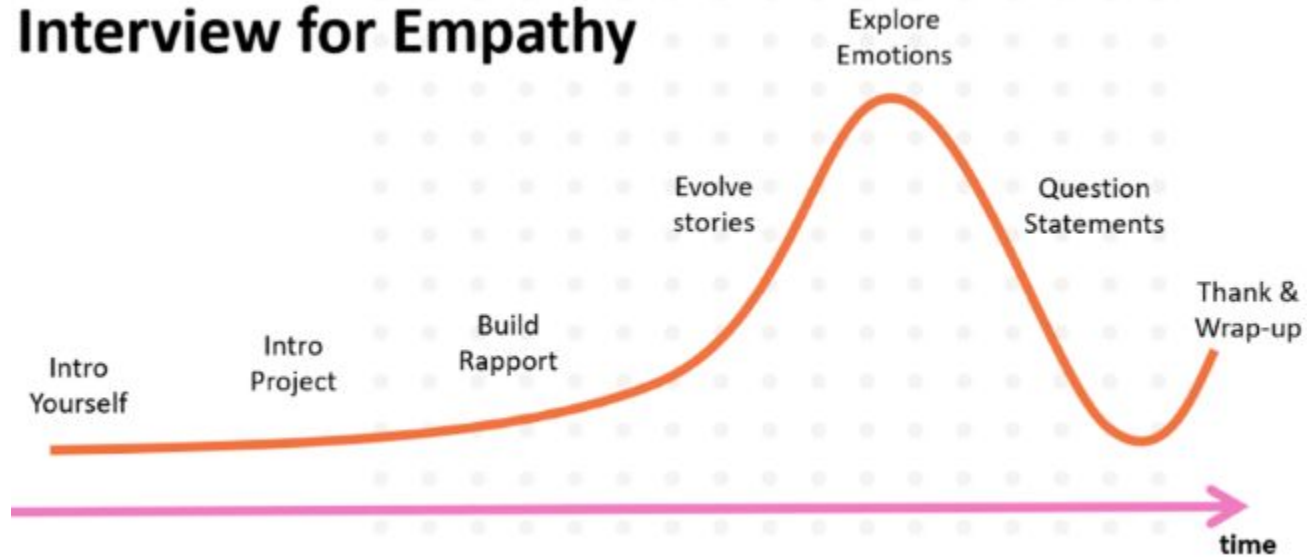
-NOT SATISFIED

***TELL ME ABOUT A TIME THAT
SCHOOL LEVEL LEADERSHIP HELPED
YOUR CHILD OR YOU.***



***ESTABLISH AN
EMPATHY INTERVIEW
PROTOCOL***

Interview for Empathy



Learning Forward Article in Google Folder



EMPATHY INTERVIEWS

PLAN THE INTERVIEW LOGISTICS

- WHAT ARE OUR GOALS?***
- WHAT DO WE REALLY WISH TO LEARN?***
- WHO SHOULD WE INTERVIEW?***
- WHERE SHOULD THE INTERVIEWS BE CONDUCTED? -COMFORT FOR INTERVIEWEE***
- HOW WILL WE RECORD OUR INFORMATION?***
- HOW MANY PEOPLE WILL BE INTERVIEWED?***
- WHO WILL DO THE INTERVIEWING AND DO THEY NEED TO BE TRAINED?***

SET UP THE INTERVIEWS

- ***SEEK A DIVERSE MIX OF PERSPECTIVES***
- ***ALLOW ENOUGH TIME FOR THE REFLECTION***
- ***ENSURE YOU FOCUS ON WHAT YOU NEED TO KNOW***
- ***THE BEST INTERVIEWS ARE FACE TO FACE***

DECIDING WHO TO INTERVIEW

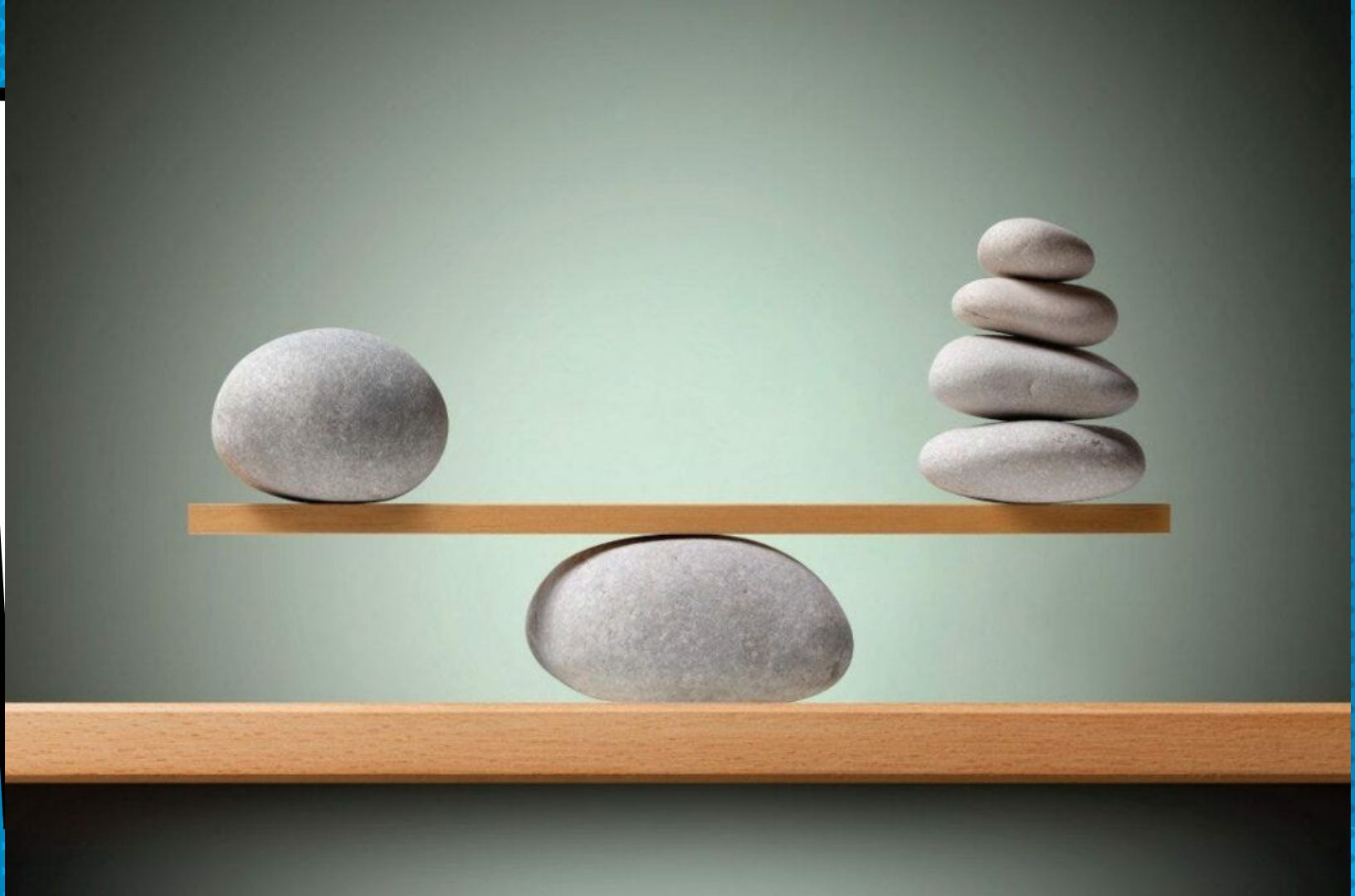
WHEN CHOOSING SUBJECTS TO INTERVIEW FOCUS ON AVERAGES, MIDDLES, AND ESPECIALLY EXTREMES.

CAST A WIDE NET WHEN SELECTING SUBJECTS FOR INTERVIEWS.

MAXIMIZE THE BENEFITS OF AN EMPATHY INTERVIEW:

- ***INTERVIEW IN PAIRS***
- ***PURSUE TANGENTS***
- ***USE A BEGINNER'S MINDSET***
- ***ASK NEUTRAL QUESTIONS***
- ***ENCOURAGE STORYTELLING***
- ***OBSERVE BODY LANGUAGE***
- ***EMBRACE SILENCE***
- ***AVOID BINARY QUESTIONS***



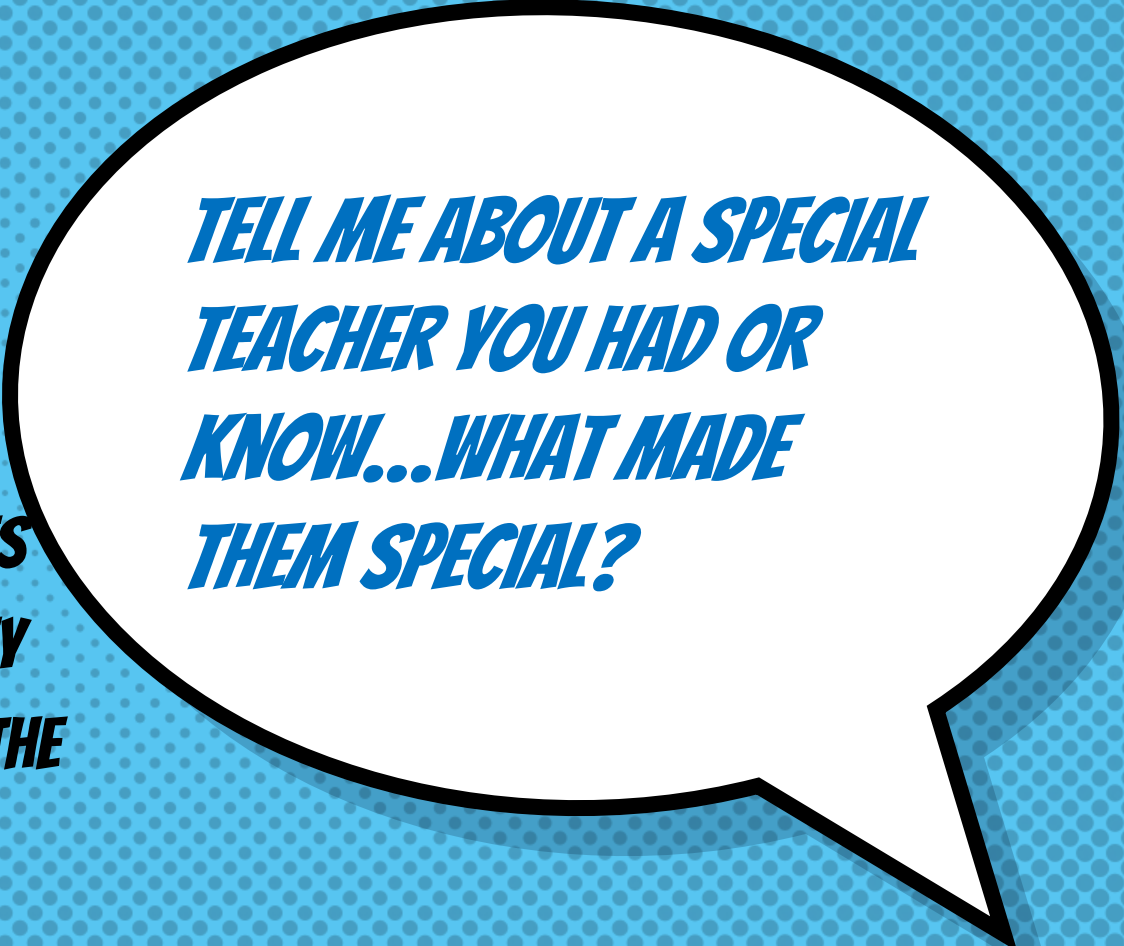


DEVELOP THE INTERVIEW QUESTIONS

- ***WELL-CRAFTED PROMPTS HELP TO DRAW OUT RICH STORIES FROM STAKEHOLDERS.***
- ***CHOOSE FOUR TO SIX QUESTIONS THAT ALLOW INTERVIEWEES TO EXPRESS BOTH POSITIVE AND CHALLENGING EXPERIENCES***
- ***CONSIDER: WHAT DO YOU WANT TO LEARN AND WHY?***

- **TELL ME ABOUT A TIME THAT YOU FELT PROUD DURING _____.**
- **CAN YOU TELL ME A STORY TO HELP ME UNDERSTAND MORE ABOUT _____?**
- **IF YOU HAD A MAGIC WAND AND COULD CHANGE ONE THING ABOUT _____,
WHAT WOULD IT BE?**
- **WHAT IS YOUR BEST EXPERIENCE WITH _____?**
- **WHAT IS YOUR WORST EXPERIENCE WITH _____?**

- **OBSERVE EMOTIONAL RESPONSES.**
- **OBSERVE FACIAL EXPRESSION AND MANNERISMS.**
- **LISTEN TO THEIR STORIES**
- **UNDERSTAND WHAT THEY VALUE ABOUT THE WAY THE TEACHER TAUGHT OR TREATED THEM**



***TELL ME ABOUT A SPECIAL
TEACHER YOU HAD OR
KNOW...WHAT MADE
THEM SPECIAL?***

INTERVIEW TIPS

- ***ASK "WHY?" AND "CAN YOU TELL ME MORE ABOUT THAT?"***
- ***ASK OPEN ENDED QUESTIONS.***
- ***TAKE LOTS OF NOTES.***
- ***FOCUS ON THE PERSON WHEN ASKING QUESTIONS (E.G. HOW DO THEY EXPERIENCE IT? IS IT SIGNIFICANT TO THEM).***
- ***BE PRESENT WHEN YOU ASK QUESTIONS***

INTERVIEW CHALLENGES

- ***THE PEOPLE YOU INTERVIEW MAY NOT HAVE THE ANSWERS OR THE ANSWERS/SUGGESTIONS YOU WANT***
- ***BEWARE OF BIASES - YOURS AND THEIRS.***
- ***TRY AND STAY NEUTRAL - THIS IS THEIR STORY NOT YOURS.***
- ***ACTIVELY LISTENING AND OBSERVING HOW THEY RESPOND TO THE QUESTIONS.***
- ***TIME***

REFLECT

REFLECT ON CONTENT:

WHAT DID WE HEAR?

***WHAT ARE WE LEARNING ABOUT THE
ROOT CAUSES?***

***ARE THE QUESTIONS TAKING US
WHERE WE NEED TO GO?***

REFLECT ON PROCESS:

***ARE THERE QUESTIONS WE WISH WE
WOULD HAVE ASKED?***

***ARE THERE QUESTIONS THAT
GENERATED PARTICULARLY
TRUTHFUL RESPONSES?***

DID WE PROBE EFFECTIVELY?

ANALYZE INTERVIEW DATA

AFTER COMPLETING THE EMPATHY INTERVIEWS, COLLECT ALL NOTES AND MAKE THE INFO ACCESSIBLE ACROSS YOUR TEAM. REFLECT ON THE STORIES SHARED AND LOOK FOR QUANTITATIVE TRENDS. ("HEADLINES")

FOR EXAMPLE, MAYBE YOU NOTICE THAT A LARGE NUMBER OF PARTICIPANTS MENTIONED THE SAME BARRIER TO ENGAGEMENT.

BE SURE TO HONOR THOSE WHO SHARED THEIR STORIES BY COMMUNICATING THE VALUE OF WHAT WAS LEARNED, AND TAKING ACTION ON THEIR FEEDBACK AND IDEAS.

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Carter County Schools

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@JenRuralEd



The Prichard Committee

Building a Groundswell for a Big Bold Future

CREDITS

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