**Conduct Interviews**

**In this activity (featured in the *Service Toolkit*):**

People that work or volunteer in organizations, agencies and other places that exist to meet certain needs can teach us a lot! Members will learn more about issues in the community from these experts and their institutions. Members will learn tips for conducting brief interviews and practice with their club mates. Then they will commit to doing an interview after the club meeting, using their Service Project Interview Guide.

**This activity allows members to:**

Suggestion: If possible, invite a local news reporter or journalist to visit your club and lead members through the discussion about local places and conducting mock interviews. Officers, adjust instructions to add the role of your guest!

* Use the Community Map created by the club previously and dig deeper into learning about places listed on it.
* Gather information from community members and staff of organizations and government agencies about local needs that club members identified as possible service interests.
* Practice and build hard skills (e.g., learning how to do an interview) and soft skills (e.g., communication).

**Materials needed:**

* Community Map & Legend created previously (or images of these)
* Note paper and pencil or pen
* One Service Project Interview Guide per member (see end of activity)

###### **How to lead this activity:**

So far, members have shared personal observations and created a map of the community’s assets and needs. Now they will put the two together! You will ask members to gather important information (and interview skills) by talking to people in places outside the club identified during Community Mapping.

**AT THE MEETING:**

1. Explain that FIRST members will determine who they will interview.
2. Draw members’ attention to the Community Asset & Needs Map and legend on the whiteboard or wall. Ask members to review them and identify up to three places they are interested in learning about.
3. Facilitate members sharing their choices, negotiating with others, and determining as a group who will interview each place.
4. Ask the secretary to record which place each member will contact for an interview and to share the list with the club.
5. Explain that SECOND, members will practice their interview skills with one another.
6. Hand out the **Service Project Interview Guide** and go over it with members (including Interview Tips). ASK MEMBERS NOT TO WRITE ON THE GUIDE – they will take it home and use it for their real interviews.
7. Ask them to refer to the guide during this activity and to use notepaper to take notes and record additional interview questions they develop.
8. Have members team up with 2 or 3 others to talk about the interview questions and brainstorm others they might ask. Encourage them to develop *open-ended questions* – those whose answers are more than a “yes” or “no.”
9. Role play a good interview with another officer for the club. Use eye contact, explain when you need a minute to finish taking notes, and thank the person for helping.
10. Now ask members to practice interviewing each other (using questions from the Guide and their notes). Have members practice giving a good, firm handshake for in-person interviews.
11. After everyone has practiced interviewing, ask members to discuss what they learned.
12. Thank everyone for the hard work! Ask members to take notes as you read the “After the Meeting” steps that they will do at home to complete the interviews.

**AFTER THE MEETING:**

1. Each member should do research on the Internet and make a call to the organization, business, or agency. This will help them determine which adult to interview and to ask for an email address. While doing research, find out about each place’s programs/activities that meet a need (how it helps and what it provides). This information can help the member add questions to the Guide for their interviews.
2. If members intend to conduct any interviews in person or by video call, ask members to verify with their advisor and their parent or guardian that he/she/they will be available to join the member during the interview.
3. Members email people to set up 1-3 interviews by phone, video call or in person.
4. Revisit the questions in the Service Project Interview Guide to refine or add to them based on the person or people they will interview.
5. Finally, each member conducts their interviews with one to three adults and takes good notes!
6. Instruct Members to bring their completed Guides to the next meeting when the club will work together on choosing a need for their service project.

**Service Project Interview Guide** Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

It’s time to do some interviews! Below are Interview Tips and suggestions on who you might interview and what you might ask them. Be sure to add your own questions and take notes on a separate page.

**Possible people to interview at places on your Community Map:**

* School principal or counselor
* Director or staff member of a shelter
* Youth organization or youth center director
* Volunteer manager of a local nonprofit organization
* A staff member at a local advocacy organization
* Activities director at an assisted living facility
* Director or volunteer director at a local hospital
* Park district manager
* City council person or the mayor
* Firefighter or police officer
* Owner or manager of a business or store (particularly, one that has a volunteer program for employees or supports causes)

**Interview Tips:**

* Do thank the person for his/her/their time.
* Do smile and maintain eye contact.
* Do take notes on what the person says (to share with club members and help with service planning).
* Do ask follow-up questions if you want more information or don’t understand.
* Don’t let the person (or you) get too far off topic. Stick to interview questions.
* If meeting in person, don’t meet with the person in a distracting area.
* If meeting by video call or phone, don’t do it in a noisy place.

Do thank the person for his/her time.

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* Do thank the person for his/her time.
* Do smile and maintain eye contact (if meeting in person).
* Do take notes on what the person says to help when you report back to the club.
* Do ask follow-up questions if you don’t understand or if you need more information.
* Don’t let the person (or you) get off topic. Stick to your interview questions.
* Don’t meet with the person in a loud or

distracting area.

**INTERVIEW QUESTIONS:**

**For a school principal or school counselor:**

1. What causes has the school supported before through service (including hands-on service, donations and fundraising)?
2. What needs in the school or challenges your students face could a service project address?
3. Are there any school policies or information our Builders club should know when planning and carrying out our service project?
4. Who in the school would be our contact to help us carry out a service project? What is their title and email?
5. OTHER QUESTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For a director or staff member of a nonprofit organization:**

1. Are there specific needs or programs of your organization that a Builders Club service project could address?
2. What skills, resources and information about your organization and clients will our members need to plan a project to address these needs or help with this program?
3. Who in your organization would be our contact to help us carry out a service project? What is their title and email?

4. OTHER QUESTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For a director, staff member or official of a town, city or other government agency:**

1. What challenges do our community’s members face?
2. What needs does your agency/council/office/program have that a Builders Club service project could address?
3. Are there any town or city policies that our Builders Club should know when planning and carrying out our service project?
4. Who in your agency/council/office would be our contact to help us carry out a service project? What is their title and email?
5. OTHER QUESTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**For a business:**

1. What causes has your business supported in the past? Is that through employee volunteering, donations or fundraising?
2. Can you think of ways that our Builders Club could support your business’s volunteering or giving efforts?
3. Who in your business would be our contact to help us carry out a service project? What is their title and email?
4. OTHER QUESTION: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_