

How to do workers interviews well

DO'S!	DON'TS!
<ul style="list-style-type: none">• <u>Use the PEACE model</u> Prepare Engage Account Closure Evaluation• <u>Make the workers feel at ease</u> Smile, welcome them, explain why you are speaking to them – to make sure they are okay and there are no issues• <u>Ask open questions</u> Use the TED model: Tell me... Explain to me... Describe to me...• <u>Build rapport with workers</u> It is unlikely someone will disclose anything the first time they meet you, start to build a relationship and help them to understand you are there to help <i>if</i> they have any issues in the future• <u>Have a 'chat' rather than an interview</u> By turning it into a chat, puts the interviewer at ease as well as the interviewee and makes them far more comfortable• <u>Have a genuine interest in the person and their welfare</u> You need to be careful who you put in front of the workers as they will sense if you genuinely care or are doing it because you must. If they sense you genuinely care they are more likely to talk	<ul style="list-style-type: none">• <u>Read questions from a sheet</u> If you forget a question, just ask the next group – in the report you don't need to write how many people you asked and how many answered it – just write '3 people spoke about.....'• <u>Write down the answers</u> If you are having a genuine conversation with someone you shouldn't forget answers, especially if it is something alarming., and if it's not – it wont matter anyway.• <u>Go into it with the intention to get answers</u> If you have heard rumours about payment for work, ask questions about this but don't push for answers, if they indicate no issues then leave it there• <u>Ask every question about every topic</u> You don't need to do a full interview on every occasion, turn it into a chat and ask a couple of questions about payment for work, living conditions etc.• <u>Call them worker interviews!</u> If you get used to calling them 'welfare chats' or welfare discussions' it will help them become less formal and you will get more out of them• <u>Only use an office environment</u> If you see a worked in the car park, ask how they are getting on/how many hours they are doing at the minute etc. Worker welfare chats can take place anywhere and at any time

Remember: If you go into an interview with nothing, and come out with nothing – you've not lost anything and still gained experience. The objective of the meeting is never yours and is always the workers.