Interview/Discussion Protocol

Purpose
This document will help you prepare for your interview and provides samples questions to obtain specific information related to the aims of your project/study.

Lead in Section:
1. Brief introduction and recap of ethical nature and confidentiality of your project/study [**YOU CAN DESIGN YOU OWN CONSENT FORM**]. If you are recording the interview please make sure the person consents to that and the recording is kept in a secure and password protection location. 2. Give a general recap on what the project/study was about, the main finding(s) and thank the participant(s) for their time and taking part. 3. Provide them with a brief overview of what the feasibility discussion/interview is about and what areas you will cover [note: these areas are those listed below - how the finding of your research can impact on these areas].

Sample Questions:
QUESTIONS TO BE ASKED AFTER PRSENTING YOUR FINDINGS: 1. **In your opinion what are the potential benefit(s) to Organisation/Industry** Probe them in regards to the following areas: - e.g. Customer Service, increased efficiencies, time saving, cost saving, improved work practices 2. **What would you see as the possible challenges for implementation** Probe them in regards to the following areas: - e.g. Financial, Organisation culture, staff knowledge and skills etc. 3. **Requirements for Implementation** Probe them in regards to the following areas: e.g. Changes in work practices, investment, staff training/education 4. **Timeframe for Implementation** Probe them in regards to the following areas: Consider short term, long term timeframes in the context of benefits, challenges and requirements 5. **Would they like to add anything else or any other thoughts?** **THANK THEM FOR THEIR TIME**