

Conducting interviews as part of the 2023 Multi-Sector Needs Assessment

Before conducting the interview, introduce yourself and ensure the participant understands the purpose and importance of the questions. Emphasize the confidentiality of the information shared.

- **Interview setting:** Where you conduct an interview can have a big influence on the results. You should, as far as possible, make sure that participants feel free to speak without being watched, interrupted by others, reminded of things they need to do, and so on. It is important to think through the logistics of where you will hold interviews.
- **Language:** Participants may discuss mental health and psychosocial problems in many ways. Mental disorders can easily be confused with normal distress, that is, being unhappy or upset. You should choose words with great care so as not to stigmatize participants. It is crucial that you make sure you understand the technical terms in the interviewing tools.
- **Attitude:** An important aspect of interviewing rests in the way that the interviewer approaches participants and is able to form a relationship of trust and rapport, for example willingness to listen; openness towards other opinions; being non-judgemental; curiosity; flexibility.

Important guidelines for interviewers:

- Be empathetic, non-judgmental, and supportive throughout the interview process.
- Use active listening skills to create a safe space for participants to share their experiences openly.
- Respect the participant's privacy and confidentiality by ensuring their responses are kept anonymous and confidential.
- Adapt the interview approach based on the participant's comfort level and cultural context.
- Take note of any signs of distress or discomfort during the interview and provide appropriate support or referrals, if necessary.
- Give enough time and don't rush the participant, allow for moments of silence if they need time to formulate their answer.
- Make sure to explain any terms or concepts the participant may not understand.
- Be mindful of your own well-being as an interviewer and seek support if needed.
- Remember, the goal of collecting this data is to understand better the needs of individuals and households. Your role as an interviewer is crucial in ensuring the accuracy and quality of the information gathered while also prioritizing the well-being and privacy of the participants.



Instead of

Use

TRAUMA

**DISTRESS
ANGUISH
TORMENTED
PSYCHOLOGICAL AND
SOCIAL PROBLEMS or
EFFECTS or DIFFICULTIES**

TRAUMATIC EVENTS

**ADVERSE EVENTS
ADVERSITY
TERRIFYING
LIFE-THREATENING
HORRIFIC EVENTS**

TRAUMATIZED PEOPLE

**SEVERELY DISTRESSED
PEOPLE
SIGNS OF DISTRESS**

SYMPTOMS

**REACTIONS TO DIFFICULT
SITUATIONS
PEOPLE WITH EXTREME
or SEVERE REACTIONS TO
THE EMERGENCY**

THERAPY
PSYCHOTHERAPY to
describe activities in non-
clinical settings

STRUCTURED ACTIVITIES

MENTAL DISABILITY
MENTAL ILLNESS
MENTAL DISORDER

**MENTAL HEALTH
AND PSYCHOSOCIAL
CONDITION and/or
DISABILITY**