

## STUDENT JOURNEY ORIENTATION

### EMPATHY INTERVIEWS

*Interviews to deepen understanding of students or the topic*

#### 0. Name of the phase

Student Journey Orientation

#### 1. Name of the tool

Empathy interviews (as a research method tool)

#### 2. Duration

30-60 minutes

#### 3. Materials used

- Paper, pens, visual materials
- Any materials needed for the specific research in question

#### 4. What is this tool and what is its purpose and benefit?

Empathy interviews provide a deeper insight into students' viewpoints, thoughts, needs, worries, hopes, perceptions, and subconscious aspects of the selected topic or situation. The interviews use mostly open-ended questions which allow students to talk freely with their own words. Besides words, also emotions, reactions, tone of voice and body language can be observed. Empathy interviews may make students feel that they are listened to and deepen their connection with them.

#### 5. Steps how to use this tool in practice

1. Prepare the questions and other potential materials to support interviews, for instance, images or items. Start with more generic questions and continue to deeper open-ended questions.
2. Select and invite the interviewees. The number depends on your topic and the saturation point of information. It can be, for example, a whole class.
3. Conduct and document the interviews.
4. Analyse the results and make a short document with a list of the key findings.

#### 6. Tips and hints for using this tool

It is important to listen to the interviewees and make them feel safe and comfortable.

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