

The model below provides some pointers for a potential questionnaire. The most important element, however, is to connect to the other person. This implies empathic listening but also to follow up with spontaneous additional questions that are not foreseen and to come back to the originally foreseen questions later in the interview.

Part I: Explanations About yourself and the interview

Introduce yourself. Give some context and background of your own work (project) and what in particular led you to this stakeholder. Describe the purpose of the interview and the process that is likely to follow after the interviews. State your role in that process. Say what will happen with the data of the questionnaire. Add the following information:

- How many people will be interviewed in total
- The interview will be confidential with regard to who said what but not with regard to the information provided
- Note taking during the interview
- Any questions before starting?

Part II: Questions to ask¹

1. Before we start, could you give us some insight into your work in your function as [...]? How does this work relate to the [...] topic? How long have you been in this function?
2. What is the situation with regard to [...] the topic]? What are some of the most important issues? You have mentioned mainly problematic [if this is case] aspects – do you think there are other ones as well?
3. What has led to this situation? When you look back over what has happened would you say that there have been specific moments where the situation got a new quality? What exactly was different after that/ those point/s? Do you remember any specific dramatic episodes? Has the conflict changed in psychological intensity over time for you? How? Has it changed in terms of scope (involvement of number of stakeholders?). Have there been measures to positively influence the conflict? Have there also been stable or positive moments with the other stakeholders/ groups?
4. Which persons or institutions are directly involved in this? Who are the core persons that should be involved in a possible exchange? What do you think are their interests or expectations?
5. How would you describe your relationship to these other stakeholders? How do these relationships manifest/ show themselves in the real world (what is happening)?
6. Which other persons or institutions/ groups are yet other stakeholders, observers or potential third parties in this situation?
7. What have you already done to solve the problem? Have you asked others to help you in this? Have there been other efforts to improve the situation? How do you see these efforts?
8. What would happen if nobody steps in to work on the situation? What would be the consequences for you/ for the other stakeholders? Does anybody benefit from the

¹ Do not miss to ask your own follow on questions whenever that appears more coherent in a given interview situation. This questionnaire is just a basic orientation so that you may not leave out important aspects.

current situation? If not, why does it exist? Would you fear to lose anything if you came to an agreement? Would anybody else fear to lose anything if they came to an agreement?

9. How urgent is the situation?
10. What would be your personal goal in addressing this situation: For example if you imagine a positive outcome in one year of time what would it look like?
11. How does this whole situation affect you personally in terms of stress or any other emotions that the situation may stir [if this has not been said yet]?
12. What would you hope for from the intervention of an outside party in this situation?
13. If there were some kind of exchange process put into place with the other stakeholders would you be willing to participate? How would you see your role in his case? If you are willing to participate would you agree to a period of peace during that time [in case of conflict]? This would mean to abstain from public attacks outside of the agreed upon exchange platform and to agree to the principle of respect (be ready to listen) for the other parties within the platform?
14. Is there anything else that you would like to add?

Optional question

- What could you do in order to make the situation worse (this paradoxical question shows the influence and responsibility that the party has and can also lead to find ways to improve the situation. It fits best possibly after question 7 or 8)

Part III : Description of follow up

Restate what you will do once you have concluded the stakeholder interviews

Citation: Thanks to Yorck von Korff from flow-ing for providing this questionnaire