**Empathy Interview Checklist**

The following checklist helps you stay organized and track key elements of the empathy interview   
**process.** It is not an exhaustive list, but a guide to support you.

Feel free to include additional items.

|  |  |
| --- | --- |
| Check | Steps |
|  | **Step 1: Plan and prepare for the empathy interview** |
|  | Identify your purpose for the empathy interview. |
|  | Identify 1-3 open-ended questions |
|  |  |
|  | **Step 2: Identify family members to speak with** |
|  | Determine how many people you would like to talk to. |
|  | Identify people likely to have different lived experiences |
|  | Identify when and where you will conduct the empathy interviews. |
|  |  |
|  | **Step 3: Conduct the empathy interview** |
|  | Practice the empathy interview. |
|  | Identify who will conduct the empathy interview and who will record it. |
|  |  |
|  | **Step 4: Make meaning across the empathy interview(s)** |
|  | Discuss the interviews, if working with a partner. |
|  | Review the empathy interviews. |
|  | Identify themes or main ideas from the empathy interviews. |
|  | Group common ideas. |
|  | Summarize the themes or main ideas. |
|  |  |
|  | **Step 5: Follow up with families/ caregivers** |
|  | Check back with your families to confirm that what you identified accurately reflects their experience and feelings. |
|  |  |
|  | **Step 6. Determine how you will use what you found from the empathy interviews.** |
|  | Share your findings with someone. |
|  | Decide on next steps. |
|  |  |

**UCS Empathy Interview Template**

**Date / Type**

**Location**

**Purpose and Question(s)**

**Family/Parent**

**Interviewer**

**Introductions (1 minute)** [instructions and sample questions]  
**Notes** [Enter your questions and notes from the interview below]

**Build Rapport (2 minutes)** [instructions and sample questions]   
**Notes** [Enter your questions and notes from the interview below]

**Ask Main Question and Explore Responses / Emotions (5-10 minutes)** [instructions and sample questions]  
**Notes** [Enter your questions and notes from the interview below]

**Thank You and Wrap Up (1-2 minutes)** [instructions and sample questions]  
**Notes** [Enter your questions and notes from the interview below]