## Introduction

This interview asks about your experiences with *[****choose and insert*** *-- all organizations / a specific organization / a grouping of organizations]*. Please keep them top of mind with each question we discuss. We value and respect each person’s unique perspective and want to learn how these groups talk with you, listen to your ideas, keep promises, use resources, and include diverse people (such as those of different ages, genders, abilities, and cultures). The interview will take about 20 to 30 minutes. Your answers are confidential and will help community groups work better with and support people like you.

## Interview-Guide Table

| Key Behavior | Interview Question | Follow-Up Prompts |
| --- | --- | --- |
| Respect and Responsibility | Can you tell me about a time an organization(s) in your community engaged you in dialogue as an equal and not as if they were giving you a lesson? | * What made that experience feel like a true two-way conversation? * How did the organization show they were listening to you or others? * Did you feel welcomed to share your ideas or experiences openly? * What’s the difference in how people respond when they feel talked with versus talked at? * Can you share an example of when an organization has taken responsibility for its behavior? |
| Humility | How do the organizations in your community incorporate community expertise into the work they are doing? | * How do organizations invite or gather input from the community? * Do you feel like community expertise is respected as much as outside or professional knowledge? * What happens when organizations truly use community expertise in their work? * What could organizations do differently to better include and act on community expertise? |
| Authenticity | Can you describe the actions and behaviors of the organization(s) in your community that are consistent with their promises? | * Can you give a specific example of something an organization said it would do — and did? * How did they communicate their promise, and how did they follow through? * What do organizations do that shows you they’re serious about keeping their word? * Have they consistently followed through on their commitments, or was it a onetime experience? * What makes you believe a promise is going to be kept — or not? * What impact did their follow-through have on your trust in them? |
| Commitment | How do organizations in your community use their available resources to accomplish what they say they will do? | * What kinds of resources are you thinking of? Are they funding, staff, volunteers, space, or partnerships? * Are they using those resources in ways that support their promises? * Can you share a time when an organization clearly used its resources to deliver on a commitment? * Are organizations open with the community about what resources they have? * How does it affect your view of them when you see resources used well — or poorly? |
| Diversity of Thought | In what ways do organizations in your community include the views of a diverse set of people when planning their work? | * Can you share an example of when an organization made an effort to hear from different kinds of people in your community? Who was involved, and how did they gather those views? * What difference did it make to have those diverse views included? * Who do you usually see included in these planning processes? Who’s missing? * How do organizations make it easier — or harder — for people to share their views? * What would it look like if all voices in your community were truly included in the planning process? |
| Intersectionality | How do organizations in your community show that they consider representation in ways beyond just race and ethnicity? | * What does “representation” mean to you in this context? What kinds of representation matters most in your community (e.g., age, disability, gender, culture, lived experience, income, etc.)? * What types of representation do you think organizations should consider beyond race and ethnicity (e.g., age, disability, income, education, language, sexual orientation, lived experience)? * Who do you think is often overlooked when organizations talk about representation? * Why do you think it’s important for organizations to take this broader view of representation? * How does this broader view of representation affect the programs or services they offer? * What more could organizations do to include of all kinds of people in your community? |
| Relationship Building | In what ways do organizations in your community meaningfully engage people where they live, work, or socialize? | * Can you describe a time when an organization met people in their own spaces (such as neighborhoods, workplaces, or gathering places)? * What made that engagement feel meaningful to you or others? * How do organizations build trust or show respect in those spaces? * Are there places or groups they tend to miss? What would it take to do a better job of involving these places or engaging these groups? * Do you have an example of an organization in your community that’s building a relationship without wanting something out of it? How did that impact trust? |
| Transparency | What happens when organizations in your community are up-front when working with community members (about things like goals, processes, resources, and outcomes, etc.)? | * Can you share an example of when an organization was really clear — or not clear — about what it was doing? * How do organizations usually communicate their goals and expectations? * How does being up-front — or not — affect how much you trust or want to work with them? * What would being fully transparent look like to you? * Does transparency help your community hold organizations accountable? How? * What kind of information do you wish they shared more often? |
| Intentionality | How do organizations in your community take time to support collaboration by fostering relationships with local community members? | * Can you give an example of how an organization built a strong relationship with the community? * What kinds of things do organizations do to show they value relationships, not just outcomes? * Do you feel they invest enough time in getting to know people before starting a project? Why or why not? |
| Maintaining the Relationship | What would it look like if the organizations in your community had a plan in place to engage the community even after a project has ended? | * What kinds of activities or communication would you expect to see? * What would tell you that their involvement is ongoing and not just tied to funding? * What role could community members play in helping shape that plan? * How would having a long-term engagement plan affect your trust in that organization? |