Contents

Pre	eface	ix
Ac	knowledgments	xiii
Int	roduction: How I Came to Interviewing	1
1.	Why Interview?	7
	The Purpose of Interviewing	9
	Interviewing: "The" Method or "A" Method?	9
	Why Not Interview?	11
	Conclusion	13
2.	A Structure for In-Depth, Phenomenological Interviewing	14
	What Makes Interviewing Phenomenological	
	and Why Does it Matter?	15
	Phenomenological Theme One:	
	The Temporal and Transitory Nature of Human Experience	16
	Phenomenological Theme Two: Whose Understanding Is It? Subjective Understanding	17
	Phenomenological Theme Three:	
	Lived Experience as the Foundation of "Phenomena"	17
	Phenomenological Theme Four:	
	The Emphasis on Meaning and Meaning in Context	18
	How Do These Phenomenological Themes Matter?	19
	The Three-Interview Series	20
	Respect the Structure	23
	Length of Interviews	23
	Spacing of Interviews	24

	Alternatives to the Structure and Process	25
	Whose Meaning Is It? Validity and Reliability	26
	Experience the Process Yourself	30
3.	Proposing Research: From Mind to Paper to Action	32
	Research Proposals as Rites of Passage	32
	Commitment	33
	From Thought to Language	34
	What Is to Be Done?	34
	Questions to Structure the Proposal	35
	Rationale	39
	Working with the Material	40
	Piloting Your Work	42
	Conclusion	42
4.	Establishing Access to, Making Contact with,	
	and Selecting Participants	44
	The Perils of Easy Access	44
	Access Through Formal Gatekeepers	47
	Informal Gatekeepers	49
	Access and Hierarchy	49
	Making Contact	50
	Make a Contact Visit in Person	50
	Building the Participant Pool	52
	Some Logistical Considerations	52
	Selecting Participants	54
	Snares to Avoid in the Selection Process	57
	How Many Participants Are Enough?	58
5.	The Path to Institutional Review Boards and	
	Informed Consent	60
	The Belmont Report	60
	The Establishment of Local Institutional Review Boards	61
	The Informed Consent Form	63
	Eight Major Parts of Informed Consent	64

Contents	vii

	1. What, How Long, How, to What End, and for Whom?	65
	2. Risks, Discomforts, and Vulnerability	66
	3. Rights of the Participant	67
	4. Possible Benefits	72
	5. Confidentiality of Records	72
	6. Dissemination	74
	7. Special Conditions for Children	76
	8. Contact Information and Copies of the Form	76
	The Complexities of Affirming the IRB Review Process	
	and Informed Consent	77
6.	Technique Isn't Everything, But It Is a Lot	81
	Listen More, Talk Less	81
	Follow Up on What the Participant Says	84
	Listen More, Talk Less, and Ask Real Questions	86
	Follow Up, but Don't Interrupt	88
	Two Favorite Approaches	89
	Ask Participants to Reconstruct, Not to Remember	90
	Keep Participants Focused and Ask for Concrete Details	91
	Do Not Take the Ebbs and Flows	
	of Interviewing Too Personally	91
	Limit Your Own Interaction	91
	Explore Laughter	92
	Follow Your Hunches	93
	Use an Interview Guide Cautiously	94
	Tolerate Silence	95
	Conclusion	95
7.	Interviewing as a Relationship	97
	Interviewing as an "I-Thou" Relationship	97
	Rapport	98
	Social Group Identities and the Interviewing Relationship	101
	Distinguish Among Private, Personal, and Public Experiences	108
	Avoid a Therapeutic Relationship	109
	Reciprocity	110

viii	Contents

	Equity	111
	Long-Distance Interviewing and the Relationship Between Participant and Interviewer	112
8.	Analyzing, Interpreting, and Sharing Interview Material	115
	Managing the Data	115
	Keeping Interviewing and Analysis Separate: What to Do Between Interviews	116
	Recording Interviews	117
	Transcribing Interviews	118
	Studying, Reducing, and Analyzing the Text	119
	Sharing Interview Data: Profiles and Themes	121
	Making and Analyzing Thematic Connections	127
	Interpreting the Material	130
	Computer Assisted Qualitative Data Analysis Software (CAQDAS)	132
	Cautions Regarding CAQDAS	134
9.	The Ethics of Doing Good Work	139
	The Ethics of Doing Good Work	139
	The Reciprocity Implicit in Treating Participants with Dignity	142
	Conclusion	143
Ap	pendix: Two Profiles	145
	Nanda: A Cambodian Survivor of the Pol Pot Era	145
	Betty: A Long-Time Day Care Provider	152
Re	ferences	156
Inc	lex	169
Ab	out the Author	178