

# Instructors

## Diana Tindall, M.P.A.

Diana has been conducting research on public sector programs and their performance for the past twenty-five years. She has interviewed many stakeholders on a wide range of programs and other topics. Her project experience includes research on education and labour market programs, Aboriginal (First Nations) programs in Canada, business/industry development programs, community/municipal services and health promotion programs. She has direct experience with the mixed methods used to prepare and implement program evaluation and performance measurement studies. Diana is a Credentialed Evaluator as determined by the Canadian Evaluation Society's Professional Designation Program.



[atrimonta.ca](http://atrimonta.ca)

## Jeanne Legare, M.P.A.

Jeanne combines an academic background in nursing, sociology and public administration with over 30 years of experience in the public and non-profit sectors. She is recognized for her thorough understanding of health, political and social systems and demonstrated skills in planning, evaluation and project management. Jeanne's strong interpersonal and analytical skills bring strengths to projects operating in sensitive, complex and challenging environments, and she has built a reputation for facilitating timely solutions that support managers and organizations to define, measure and manage success.



[legareassociates.ca](http://legareassociates.ca)



**For further information,  
contact:**

Diana Tindall  
E-mail: [diana\\_tindall@telus.net](mailto:diana_tindall@telus.net)  
Tel: 604-733-2438

**Or visit:**

[legareassociates.ca/workshops](http://legareassociates.ca/workshops)

For date & location  
contact:

[diana\\_tindall@telus.net](mailto:diana_tindall@telus.net)  
-or-  
[info@legareassociates.ca](mailto:info@legareassociates.ca)

## WORKSHOP

# Interviewing Stakeholders Techniques & Tips

**Presented by:**



**Tindall Consulting**  
SOCIAL RESEARCH AND  
PROGRAM EVALUATION



JEANNE LEGARE AND ASSOCIATES

## *Interviewing stakeholders is both science and art*

*Good interviews* help us to clarify requirements. They illuminate what is actually happening and why. They support accurate conclusions. They inform decisions.

*When not done well* they can result in misleading deductions. They can waste time and money. They may lead to lost credibility, and people less likely to participate next time. How you interview stakeholders is very important.



## *So, what makes a good interview?*

This workshop aims to ensure you have the tools to:

- Talk to the right people
- Ask the right questions
- Listen to the answers appropriately
- Analyse responses effectively
- Optimize reporting options

## *Key Learnings*

- Stakeholder mapping
- Options for structuring lines of enquiry
- Guiding and summarizing interviews
- Thematic and coded analyses
- Use of quotes, attribution and visuals
- Protection of privacy and confidentiality

## **Our Approach**

Lecture, discussion, practical examples, class and small group exercises.

Application of concepts to one's own program or work unit (participants should bring material relating to this).

## **Intended For**

Individuals with beginner to intermediate knowledge and experience regarding stakeholder interviews.

## **Course Fee**

\$140 for half-day; (includes course manual, coffee on arrival, morning refreshment break; includes GST).

## **How to Register**

To register, go to: [legareassociates.ca/workshops](http://legareassociates.ca/workshops)