

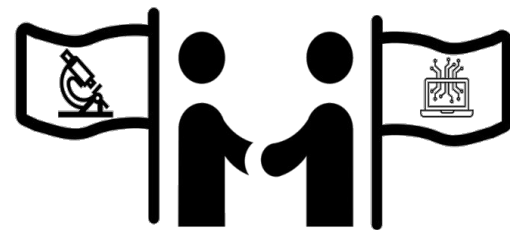
Intake Interviews aka First Contact



Facilitated by: Dirk Colbry
2021 Virtual Residency Workshop

CyberAmbassador Project

- NSF training grant
 - Provide professional skills training to CyberInfrastructure (CI) professionals
 - Focus on communication, teamwork, leadership
 - Overarching goal to support interdisciplinary research



<http://colbrydi.github.io/cyberambassadors>

Become a Certified CyberAmbassador!

Communication Teamwork and Leadership

July 8, 15 and 22, 1-5pm ET

OR

August 11, 18 and 25, 1-4pm ET



Agenda

Introduction: What is a good intake interview?

Intake Interview Practice (Breakout rooms)

Wrap Up



Opening an Intake Interview

Hi, my name is Loren. I would like to use the HPC for my academic work.
How do I get started?

What questions do you ask?



Why are intake interviews important?



Goal of a typical intake interview

- Identify the problem(s) and start to come up with a plan towards a solution
- Build a relationship



Good Intake Interviews (Research Facilitators)

- Ask about their research
- Never rush (**Except today where we're going quickly on purpose**)
- Identify the fundamental problem(s) being solved
- Work to describe the problem in terms of computing
- Ask how they think the problem should be solved
- Assess their ability
- Identify Assumptions (yours and theirs)

Explain it to me like I am 12.

Tool: Checking for Understanding

- As the speaker, your goal is to be understood
- Check for understanding by asking questions that encourage the listener to respond
 - Example: “Whew! I just threw out a lot of information. Would you mind sharing what you think is going on so I can see if my explanation made sense?”
 - Example: “So, what questions do you have about the situation I just described?”
- Avoid yes/no questions (“Do you understand?”)



Tool: Paraphrasing

- Use paraphrasing when you are trying to understand a complex problem
 1. Listen to the speaker carefully
 2. In your own words, state the parts of the situation you understand (avoid adding jargon!)
 3. Allow the speaker to confirm, or to clarify, your understanding
- Paraphrasing is NOT the same as parroting
 - To use an analogy: paraphrasing is a lens, while parroting is a mirror

Tool: Ask Clarifying Questions

- As the listener, your goal is to understand in order to help solve problems
- Use clarifying questions to obtain additional information you need to help
 - “What programming language does your software use?”
 - “Can you tell me a bit more about the team that designed the part?”
 - “Have you ever used this approach before?”

You can say No without saying No.

Don't say "No, because"; instead say "Yes, if". -- Henry Neeman



Closing an Intake Interview

- Action items
- Follow up times



Activity: Practice Intake Interviews

- You will be assigned breakout rooms
- Stay in your room and researchers will rotate in/out every ~15 minutes
- As a group conduct an initiate interview with the researcher.
- We also have a few CyberAmbassador Facilitator volunteers that will help out in some of the rooms.