

## **g<sup>3</sup> -methode - zoom version**

### **Process guideline 2**

#### **How do we find out more about the concrete needs of other people?**

Because it is often unclear who has what needs, it is useful to ask. Just a few suggestions will help you to listen better and understand more clearly.

**Total time: 70 minutes**

Materials needed per person: paper, pen and a smartphone.

### **TECHNIQUE: Start breakout sessions for teams of four.**

**1**

#### **Watch the time**

Identify one person in your group to keep a close eye on the time at each step.

**2**

#### **What would you like to know?**

In **5 minutes** of individual work, write down keywords in response to the question: What would I need to know about people I would like to reach with my work in order to be able to include them and their needs well in the planning of a project? Afterwards, present your keywords to each other. Then formulate 3 questions that you would like to ask representatives of the target group.

**Processing time: 10 minutes**

**3**

#### **Interview**

It would be good if you conduct the interviews in teams of two so that you can discuss what you have heard afterwards. One person should conduct the interview and the other should listen in. Organise a phone interview using a smartphone conference call, for example, avoid using the camera and talk to people you don't know yet.

Before you start the interview, here are a few suggestions for active listening:

- Start with an open question (e.g. "Does art play a special role in your life?" or "What makes you smile?").
- Asking with interest: "How do you explain that ...?" is more open than a more direct "Why ...?".
- Pause as long as an utterance does not seem to be finished.
- Ask when you notice emotions: "I had the feeling that this made you angry/sad/happy."
- Very important: At the end, briefly summarise what you think you have understood.

**Processing time: 20 minutes**

**4**

#### **What did you notice?**

Write down your impressions and observations on a piece of paper. Use 2 guiding questions as a guide:

- What did I learn about the needs of the person I interviewed?
- What surprised me the most?

**Processing time: 5 minutes**

### **TECHNIQUE: End breakout sessions so that all workshop participants are back in the same room.**

**5**

#### **Plenary**

Present your findings to each other.

**Processing time: 25 minutes**