

Interview Checklist

Tips for interviewing a member who comes to you with a possible complaint of racism (Adapted from the CLC Anti-Racism Integration Guide)

Right place and time

- conduct the interview in a quiet and private place, e.g., office
- ensure no interruptions, e.g., phones, other people
- arrange the time to suit the member; avoid pressure

Clarify purpose with member

- respect any request to have a woman, translator, racialized or Indigenous or other advocate with the member during the interview
- explain what the interview is about; prepare an agenda
- check the member's understanding of the purpose of the meeting
- explain how the information will be used

Cultural Humility

- cultural humility starts with you being aware of legitimacy in different ways that we think, perceive, and interact with our environment (e.g., lack eye contact, lack of availability for meetings for cultural reasons, ways to communicate, etc.)
- “Cultural humility involves an ongoing process of self-exploration and self-critique combined with a willingness to learn from others. It means entering a relationship with another person with the intention of honoring their beliefs, customs, and values. It means acknowledging differences and accepting that person for who they are.” – University of Oregon

Key elements include:

- Openness
- Self-reflection/awareness
- Lifelong learning
- Institutional accountability



- Empathy and compassion
- To be “other-oriented”
- Acknowledging power Imbalances and balancing power imbalances

Wheeler, Michael. “[Cultural Competence and Cultural Humility A Literature Review for Understanding and Action.](#)” tripartners.com, March 20, 2018.

Gain trust and assure confidentiality

- create a comfortable atmosphere
- assure confidentiality and keep it
- be aware of your body language – open body posture, eye contact, relaxed
- if the problem is about harassment, don't suggest that the complainant 'misunderstood' what the alleged harasser did or said
- if the complainant is too uncomfortable to outline details of alleged harassment, ask them if they'd prefer to write it down
- if you're interviewing someone who can't remember details, possibly because it was painful and they've blocked it, ask them about other events that occurred around the same time
- be supportive; use a friendly, down to earth approach
- respect the member's rights
- don't be judgmental; be objective
- if the member is afraid of retaliation (common in harassment cases) you should let the member know that retaliation is itself a form of workplace harassment and will be treated as an even more severe offense

Get the facts and take notes

- use active listening techniques
- use appropriate questioning techniques - closed and open-ended questions
- avoid interrupting as far as possible
- keep the interview on track and on time
- ask if other people are involved or affected
- take notes and explain why and what you intend to do with them



Check the facts

- ask questions to clarify
- restate facts (possibly from notes) to check your understanding
- explain you may need to check with others, where appropriate

Explore options and agree on action

- discuss various options with members
- explain what you are or are not able to do
- agree on action(s) to be taken
- encourage member to be active in reaching a decision for next steps
- ensure action has member's agreement and meets their needs
- allow member to make the final decision

Ideally, in advance of the first meeting, if the member can do so, they should prepare a chronological list of discriminatory incidents and any other relevant events. This will assist in understanding the facts which can be reviewed and clarified.

Keep in mind that member may have or be experiencing trauma. It is important to check-in and ensure that the member is ok to proceed. Encourage the member to schedule a post-interview support session with a friend, therapist etc...

