**P1 (Finland)**

Interviewer: introduces himself and role in IFRC

Interviewer: How are you involved with the Red Cross?

P1: Joined RC in 2014. My brother had been a volunteer for far longer and I had a gap year, and they (RC) had a meeting and he said: “Hey, why don’t you come along?”, so that was my first … around Autumn 2014. I started with the international youth club where we met and discussed things, planned events and types of activities we could do. We then had a Christmas party for the local elders at a nursing home.

P1: That was one of the big things that I remember, and it was really nice, then we volunteered at a reception centre in 2015, I was an Arabic interpreter for the refugee and asylum seekers there.

P1: then I had a very long break, as the group split up where I was volunteering we started to attend university, some people moved out of Finland, so it has been quiet.

P1: but then I joined, lately, volunteering activities, because I am completing my university studies and finally have time to do things I really like, so I joined the communications team. We haven’t had a meeting yet, but I am looking forward to it.

P1: The humanitarian law had a meeting, two weeks ago I guess,

Interviewer: so is that < humanitarian law > a different department of the Finnish RC?

P1: Yes, it was for the Finnish RC.

Interviewer: and had you ever before did any online volunteering campaigns by the red cross?

P1: No, this has been my first time.

Interviewer: how did you hear about TalkFutures?

P1: my brother <laughs>. He forwarded me an email about it, and was like “Hey, you might like this.”, so I thought about it very carefully and I sent the email through which I joined.

Interviewer: that’s right, I remember, you said in the email that you were interested in creating podcasts.

Interviewer: so how come you were so interested in taking part?

P1: at that moment, it felt right, then as I said, I had a very long break, and as I say, I decided to join different volunteering activities. I was with SLUSH, then looking for things with the Red Cross. There was nothing short term with them (RC) at the moment, and I was still having classes at the moment, so when I heard about this, it felt very good. It wasn’t difficult to deal with, like, it was flexible because I could contact the people who I was going interview and I could decide with them on the schedule that I have and the they have to find a good time.

Interviewer: yeah

P1: so the timing was very good, and it also felt … right, to start with this again.

Interviewer: Yeah, sort of like a lightweight way to get back into volunteering.

P1: yeah

Interviewer: so how come you were interested in pursing the Innovation Correspondent role?

P1: Innovation Correspondent felt like journalism in its own way, and I am very interested in journalism and I had like, I always look up to them (journalists), and, this felt something similar to that, that I could interview new people and hear their thoughts about things, and that’s why.

Interviewer: was this your first time interviewing people?

P1: yeah, I think so …

Interviewer: How did you find interviewing and this interview process?

P1: yeah, it was very new, but it wasn’t as difficult as I first thought: I have a habit of stressing about things a lot and being nervous, but it felt … it wasn’t difficult, the application was easy to use, we have the questions and then … at first I was very nervous and it felt really weird, but then eventually a person gets used to stuff, then I felt it was really nice.

Interviewer: What did you learn about being an Interviewer:?

P1: yeah, um, what other people think about questions that we all wondered about daily or weekly. I have my own thoughts about certain things in society, but I don’t … umm, like I have my own social circle where we discuss things and such … but through this, I also got to know other people and what they think about stuff in a different way. We all see issues in society, but we all think about them in a different way.

Interviewer: Absolutely – those people that you interviewed, were they someone you were familiar with, such as in the RC?

Interviewer: can you talk me through the process you went through when preparing and recording an interview?

P1: Yeah, the first person I interviewed was someone I didn’t know

Interviewer: oh, wow

P1: My brother told me about this person, and said that he’s a great guy, and he knows a lot of stuff about the red cross and the world and he’s volunteered for 15 years or so, so you (Interviewee) should interview him. So I sent him an email and we met for the first time when I did the interview.

Interviewer: I see and what about the other two?

P1: kind of, yeah, the 2nd one was from the international youth club, but we hadn’t been in touch for a while, we did have social media and stuff, but we hadn’t talked much and so on.

Interviewer: for that 1st person, did you just email them and meet them – you said you were quiet nervous about that. Now you’ve been through this process, I was wondering if you could tell me what you think now about your experience of this interviewing process.

P1: It was nice, haha. When I first met that person I was really nervous and so on, but part of being nervous for me was about meeting a new person, because the application itself for recording the interview wasn’t difficult to use, I had a trust in the application that it’s going to work and be fine on that part, but I was more nervous about myself, haha.

Interviewer: absolutely, interviews can be difficult, especially if you don’t know the person and have only just met them, much like an journalists. It’s just one of those things: you’ve done three of them now, and as you said, you feel more confident having gone through the process and prepared to do more in the future.

P1: exactly!

Interviewer: Can you talk me through some of the challenges you experienced through this interviewing process.

P1: I think that the questions for the interviews were very good; they were broad and people could kind of fit their thoughts in them. People didn’t have to cut their views and thoughts to fit into the questions, so I felt that the questions were very good. I also think that the application was very easy to use and good. I don’t have any negative thoughts about the whole process because I am not really a technology person, but I didn’t have any huge troubles with it, so it felt good for me. Maybe people will say that when you record something and post it on the website, you can’t delete it or take it down.

Interviewer: that’s a good point and something we will definitely look in to. It’s great to hear that although you say you’re not confident using technology (although I am sure you’re brilliant) that you were able to use TalkFutures without any issues, which is nice to know.

Interviewer: I was also wondering: your brother told you about TalkFutures and how to get involved, but I was wondering what you were hoping to gain from participating?

P1: To be honest, no (e.g. certifcates, etc.) was not why I took part. I just really wanted to do this. Usually when you particiate in volunteering activities it’s because you want to be there. The certificate was just an extra, so for me that was it. I felt genuinely interested in it, but the certificate was a nice plus, but it wasn’t like, oh it has a certificate and now I have to join. I just really wanted to do it.

Interviewer: that’s really great and of course we may participate in this for different reasons.

Interviewer: so we have covered why you took part, and what you thought of interviewing process and the TalkFutures app too. So the last area I’d like to cover is how you think your contributions, so the 30 minute of interview data you recorded, will help Strategy2030. So what’s your thoughts on that?

P1: That’s the hardest one, because I always knew that these interviews would be used and taken into consideration with the strategy team. For me, it was that I had a trust that the interviews would be taken into consideration, and although each society has it’s own unique issues and let’s say problems, I also had a trust that generally the same issues are everywhere, so that the solutions would be found (using TalkFutures) as we put out the issues that we think need to be focused on and discussed, and I just had the kind of trust that we put it out there, that it would be taken into consideration and that solutions would be found.

Interviewer: having been through this process, are there any different ways that you would have liked to contribute beyond interviewing?

P1: I wish that I had done more interviews, if I could say that because the 3 persons that I interviewed had really good points, but I also know other people in and outside the Red Cross, for example, I was at the same time volunteering at SLUSH, and I was in the sustainability team, and there was this person who had their degree on climate change and sustainability, and I was curious to know her views and opinions, but I just didn’t dare to ask for an interview. So that’s something I regret: not having more views from volunteering in the Finnish Red Cross.

Interviewer: so what do you think held you back from interviewing all those other people?

P1: it just that I didn’t have the courage to ask them face-to-face. It’s always kind of easier for me to send an email or a message and be like “is this okay?”, but it’s always difficult, face-to-face, and because we were already volunteering in something else (at SLUSH), so I didn’t know if they had time.

Interviewer: that’s understandable and because of the dynamics of working together in a different volunteering role. I am sure they would have been happy to share their experiences and ideas about climate change and other things.

Interviewer: so, what I’d like to chat now about is: if you were designing this talkfutures digital initiative, is there anything you would have done differently as the designer?

P1: For me it was all very organised and clear. We had the support we needed, and if we had questions you would answer them and help. The application, as said early, was very easy to use …

Interviewer: what did you think of the support that we provided? Was it enough? Too much? How about our use of WhatsApp?

P1: I think WhatsApp was very great and it’s something we use in other volunteering activities because it’s close to people. It’s on the mobile or laptop, and email is a little … far? And it’s more formal, and brings this formal aspect into it, and for some people (like me in the past) it’s maybe difficult to join because it looks so formal in email. WhatsApp made it seem closer and it also brought the support closer (real-time) that if I had a problem, then it was much easier to have sent a WhatsApp message than an email, as an email I usually think “Hello”, then I write a whole email. In text messages on WhatsApp it’s much shorter and easier, and it’s, so I think WhatsApp was a very great choice.

Interviewer: Yes, being able to setup these little groups and teams, because we had people from many different countries and everyone has it, so responding to many people with similar problems was easier.

P1: exactly, if one person has an issue, then maybe others have the same, so the answer is out there for everyone. I think WhatsApp was a great choice.

Interviewer: that’s everything, do you have any questions for me about the process or anything you’d like to ask?

P1: No, not really. This was very nice, the whole thing. Interviewing people and listening to interviews, so thank you, for everything.

Interviewer: I do have a small question: you recorded 3 interviews and I am wondering if you recorded one of them over the phone, or am I mistaken?

P1: no, you’re not mistaken. The 1st person I interviewed was in Sweden, and it was actually my twin brother, which is why at some point I laughed a little as I was so nervous as I was talking to my brother and because of that, we had to record it more than once. Then, yeah, you’re correct.

Interviewer: << recaps story about recording audio via WhatsApp >>

Interviewer: << recaps about next steps and possibility of podcast >>

P1: you’ve done a really great job.

Interviewer: << recaps about sending survey >>

P1: thank you, thank you for everything honestly. This whole thing was a fantastic learning experience and you were a great person to work with, y’know? Easy to ask questions from and you were there to help – thank you for your time for everything.