**P3 (HK)**

Interviewer: introduce myself, my role and overview of interview schedule;

Interviewer: Before we jump into that (interview schedule), maybe you can tell me a bit about yourself and how you’re involved with the Red Cross?

P3: Sure … I am from Hong Kong, and I moved to Canada when I was six, and for undergrad I took psychology and was always fascinated with social work and humanitarian work and that area. During my undergraduate I had the chance to study “international studies” and participate in some volunteering, etc, and when I finished I found my passion to continue work in this area and bring it out beyond example experiences that are often discussed in academic settings, but wanted to give back and contribute to society in a solid form, and so I found working with Red Cross was one of the best directions.

P3: I really believe in the values of the ICRC movement and also how … seeing it in international settings they’re upholding and the impact that the Canadian Red Cross are having.

P3: my career as a volunteer started in the Canadian Red Cross, and I moved back last year, so I decided to continue to serve the red cross by joining the Hong Kong Red Cross. Right now, I am a volunteer in their humanitarian education centre as a volunteer;

Interviewer: That’s great that you’ve been involved with the Red Cross for such a long time. I was wondering if you had took part or knew about any other online digital volunteering opportunities offered by the IFRC?

P3: No actually, this is my first time, which is why I am really excited, and the other thing is … is this already began recording?

Interviewer: oh yes, sorry I should have mentioned that. From my end it’s difficult because we’re using WhatsApp to call I have to audio record from my laptop …

Interviewer: so yes, how did you hear about TalkFutures?

P3: oh so, when I was in the Canadian Red Cross, I signed up for newsletter for conferences and volunteering opportunities, and eventually there was one about TalkFutures and was just very fascinated. As much as I enjoy volunteering with the Red Cross, what I was doing was more on the **local scale** and helping out with medical equipment, etc., back at RCRC. For me, I always wanted to participate in something much more international, a broad, and to expand my engagement, my scope … just everything. Getting my hands on some new experiences, etc.

Interviewer: Exactly and WhatFutures in certainly good for that. To recap, what you were hoping to gain from it was a way to engage with other people across the network in different ways I guess.

P3: Absolutely, and that’s where I think it’s really really freakin’ valuable, because like when I was working in my previous programme, most of the time I would spend my time engaging with my colleagues and clients, but I wanted to really extend beyond, but the opportunities to engage beyond my team were quite a bit more limited, so I had been waiting for opportunities. And also, … to meet new people, not only beyond my team, but also other agencies and other departments or areas, and of course TalkFutures allows us to meet people, not only across Canada, but internationally. For myself, some backgrounds in international studies, etc, then it’s a beautiful moment for me as I can put some of my experiences to use, whereas in an academic setting it would basically be a simulation, but now I am really talking to people in other areas of the world, for example, talking with you, and of course, having the chance to listen to other peoples conversations and recordings and interviewing staff from HK RC has an actual contribution in a global campaign, which is a dream come true.

Interviewer: Exactly, and it would be very rare for people in RC Australia to hear people from and gain insights, even from the local one, is very rare and is why we’re very excited to run TalkFutures.

Interviewer: with TalkFutures, there were 3 rares: you chose Innovation Correspondent and I was wondering what appealed to you about that specific role of the three?

P3: For this one, there are many areas that were really attractive to me; first of all, this is work experience that I can put on my resume, but also it’s something I have never really done or been exposed to in the past, so it is definitely a very new and exciting opportunity for me. First time I am trying something like this. Even more importantly, but also I really love the fact that I can speak with someone from the local national society, get their feedback, share it with everyone for everyone to hear about it, and I think that part is very precious. Every interview out there they are speaking about their local culture, what’s happening where they are, and for all of us in RC, we might usually have the chance to know what it’s like to be interacting with Red Cross volunteers in a specific national society and what challenges they are facing.

P3: Then at the back of our mind, we might start drawing references to what we read, learnt about their culture or local area, and what the national society volunteers are telling us, for example, I might hear something about the American Red Cross or HK RC, and then I may also think what I have read about the country going through and see how they stack up together and get a more concrete perspective, so not only the news or media, but also real, verified experiences from our volunteers.

Interviewer: Interesting, and was this the first time you’ve been interviewing people and what has been the biggest challenge for you about being an interviewer?

P3: I think that like all good things, there is this anticipation, anxiety and nervous when you do it for the first time, but then you want to do it right because, you know, when you’re interviewing these people and they have something really important to say, you want to get the message back out.

P3: There’s that expectation for myself as well, and there’s of course in the back of my mind thinking about technical stuff: Am I loud enough? Am I clear enough? Is the speaker? All that kind of stuff, those small little things that occupy my mind, but I tried to prepare and have confidence.

Interviewer: Whenever you were preparing for your interview, was there any particular process you went through for that?

P3: Ah, I think for myself, the most important preparation was to make sure that the app works and it’s actually recording as I don’t want to do this whole interview and realise ‘hey, I didn’t record anything’

Interviewer: What did you think of the TalkFutures app?

P3: I think it’s AMAZING and I am quite happy with it, even of course we can always be critics and find something and how to improve it. I liked the app because it is TalkFutures from RCRC, is, you know, when you bring this app to other volunteers and quote “members of red cross” and at least myself, I am given a sense of familiarity too, and at least you know it’s something by the Red Cross, so you can trust it, and it’s kinda cool to get to play around with new red cross stuff a little bit …

Interviewer: was there anything when using the app that you would have liked to change?

P3: hmm, I do like the overall concept, but I might if the clients (interviewees), to them, if the interaction over app is needed? Because, as I know, the app is more one-sided: the interviewer would hold the device, the interviewee will know that it’s worked and they’re performing interviewee, but at same time they do not have direct access, so I think maybe possibiliyu the app can also be kinda like a powerpoint-wise in a way, where the interviewer can see one screen, and the interviewee can see another, so they could download same app and know what to expect from the questions. As I recall from the app, there is these four key questions – which are great – and generally the interviewer will use it, and be watching it, and generally it will be like that. Maybe the interviewee can want something for themselves so that they can follow along as well, and I do know a little bit from recordings I listened online that some people strayed off a little bit, but of course I understand that it’s a very open-ended interview, so people can kind of say whatever they want, but of course, it does make me wonder how interntional it is for interviewess to talk about what they want to, but of course there is no metric for who is doing it the best, but it does make me wonder, maybe if I am putting a developers hat from their perspective, then is this (the content created) exactly what they’re thinking of?

Interviewer: you’re absolutely right, so trying to keep a consistent structure, especially given interviews are recorded in different places, which was very important for us. So you mentioned there that you listened to interviews on the website: was this before or after recording your own interviews?

P3: afterwards, yeah

Interviewer: so how did it feel to hear those interviews from people who are, well, everywhere else really.

Interviewer: did you create any comments on the website or more just listening?

P3: I did create some comments, although some of them are actually already had comments, so I tried not to say something that was repeated.

Interviewer: Yeah exactly. So we’ve covered your experiences being an interviewer and using the TalkFutures app, so now I want to talk briefly about the value you got out of this process. So what was most valuable thing you got from interviewing others?

P3: The most valuable thing … I actually think is the connection and opportunity for connection, as I can also, I will say two things: being able to connect with my interviewee and having a sense of connection to the rest of the team around the globe in terms of interviewing, and being part of this programme.

P3: Even though I am not exactly having direct discussions with each interviewer or even met them, I feel that we are all doing the same thing together as part of this global campaign, and so there is definitely a sense of belonging and I feel it’s a really great thing, because.. as awesome as the red cross is and all around the globe, most of the time you don’t get to talk to someone else (in a different country) or hear from them. At most we see a photo of them and we don’t even know what they sound like and what’s going on for them.

P3: this platform, this campaign, gives me a chance, if I am interested in hearing what the Canadian or American red cross have to say, I can listen in, and hear what it is like for them and how they do it (volunteering).

P3: It’s not really a comparison, but to hear about our peers on the other side and what life is like volunteering there.

Interviewer: that’s good to hear and is exactly one thing we aimed to achieve: to open up the network.

Interviewer: So you recorded a couple of interviewee, and I am wondering how you would like these to be used by the Red Cross to inform the strategy?

P3: Let’s see, for myself, my recording is for Hong Kong, HKRC, I recall that we talked about something along the lines of recruiting new volunteers, so I guess I trust Red Cross and how they plan to use the interview, and of course, to listen to these interviews and what we have to say

P3: Also, secondly, I kinda do think that because Hong Kong, and this is more of a personal opinion, because Hong Kong is a developed society, a more first world, I personally think that a lot of first world communities and national societies may share similar issues across a border with other places that are first world, so maybe they can listen in and do an academic comparative study and see how across the borders they can see trends and work together, and I think that by doing that, they will see trends/patterns in those regions with that level of development …

Interviewer: that’s really great insights and focusing contributions across developing countries, because they’re more likely to have similar problems and bridging the network there, like Canada and the USA.

Interviewer: so you contributed as an interviewer, an innovation correspondent, are there any different ways that you would have liked to contribute that we didn’t’ advertise about?

P3: I think that overall it was pretty … I guess at the moment I don’t have too much thoughts on that part because I understand that TalkFutures and this programme is more about Red Cross based, so of course, I am meanwhile inviting external members to talk about the future of red cross is perhaps not acceptable, but of course I understand that red cross wants to hear more from within. I think that promotion wise, the audience was quite clear, and I guess in terms of … promotion wise, I guess that can be one thing … promotion wise, if they (RCRC) really want to get more voices out, then they will need to push more aggressively, and pro-active approach to really try and trickle the experiences and campaign down to the bottom, because for myself I was lucky to happen to stumble across the opportunity because I subscribed to the Canadian red cross newsletter, but I don’t recall hearing it from Hong Kong side, of course another thing is language barrier, I think that’s something we will have to work out quite a bit, because that part does really exclude members. Someone who is Korean is Japanese, they might prefer to speak their own mother tongue, so how do you go about incorporating their contributions and somehow making this back to the collection, and then ensuring that they can actually be hear.

P3: I saw through the app the limit of language choices, probably phased out some potential interviewees …

Interviewer: yes and it’s certainly the same for this second role as not everyone is a confident writer, and as you said earlier, you were anxious as you hadn’t written in a long time.

Interviewer: thanks for giving your time to share your thoughts on this Talk Futures process? Is there anything else you’d like to add or any questions for me specifically?

P3: Oh actually, I just remembered, there was one more. I recall that for some interviews I had, the interviewee kind of identified themselves, and I was just wondering, and if I recall correctly, they are meant to be anonymous, and what happens if they identify themselves during a recording?

Interviewer: you’re totally right; currently, they’re pseudonymous as we have their voice, but currently if I was going to record you, then there is no way that we parse and remove identifiable info, however, if you recall we have a consent process within TalkFutures, and so if the interviewee then they can change that. Did you use the consent process?

P3: Yeah, oh actually, speaking of that, I had an idea for improvement: for future in TalkFutures, on the app they can also have a gentle reminder about interview guidelines, such as “the interview should not identify themselves”, etc., or the technical issues I mentioned earlier about sound, etc…

P3: It’s kind of natural for everyone these days to identify themselves at the start of the interview, they don’t have to, but once you start you forget and get into the rhythm, of course, maybe they want to be anonymous, but I think having a reminder on the screen or app is one improvement or a button before recording to remind everyone and I think that would really help.

Interviewer: totally, and you could have other reminders too, such as where to position the phone.

Interviewer: so, next steps: I am currently in the process of creating a short survey to cover the same things today and distribute it to anyone who took part in the TalkFutures process, and for them to share their opinions.

Interviewer: thank you so much for taking time out today as it’s very late there, thanks very much and as always if you need anything from me, just WhatsApp me and thanks again for taking part.