

Adaptive Democracy Interview Schedule

1. To begin, we want to hear about the new realities faced by your organisation at the start of the pandemic and as the pandemic continued. Tell us what changed from the time you awoke in the morning to learn that a global pandemic had reached your community until today.
2. Let's look deeper at what was happening inside your organisation. All organisations have formal leaders according to a hierarchy, but in times of uncertainty, sometimes non-formal leaders emerge as well. Tell us about the leaders in your organisation during the pandemic. What were their leadership "moments" that enabled the organisation to address the changing circumstances brought on by the pandemic?
3. Can you share stories of the staff and/or volunteers during this time as well? What actions did they take that enabled the organisation to address the changing circumstances brought on by the pandemic?
4. An organisation's culture can sometimes help an organisation withstand pressure from outside to change, but that same "strength" of a culture can also prevent necessary change from occurring when circumstances might require it. From your insider's perspective at your organisation, tell us stories about your culture. Please start with some examples from before the pandemic, but we want to ultimately hear examples of how the culture either served and/or failed to serve your interests and the interests of those people you are trying to support in the community.
5. Building on what we just discussed, we would like to hear stories and examples of how people working in your organisation (staff and/or volunteers) interacted with each other to complete the work that was required of your organisation. Think back to the pandemic time; who was making decisions? Who was giving ideas? What happened when someone got sick or could not work? Overall, we want to hear about how relationships amongst your staff and/or volunteers persisted or changed from before the pandemic until now.
6. We just discussed relationships between people in your organisation. Though it might sometimes feel like it, none of our organisations exist fully independently of others, particularly when we consider the multiple needs people in our communities have. Now we want to hear stories about your organisation's efforts during the pandemic and how you worked or maybe did not work with other organisations. Let us start broadly: During the pandemic, did you feel like your organisation was alone? Tell us what you experienced.
7. We spoke before about your organisation's culture. We can similarly think about the culture of multiple organisations bound together in shared activity or for common purpose. Please start with some examples from before the pandemic, but we want to ultimately hear examples of how the culture across organisations either served and/or failed to serve the interests of those people you are trying to support in the community.

8. Building on what we just discussed, we would like to hear stories and examples of how organisations interacted with each other to complete the work that was required for the community. Think back to the pandemic time; who was making decisions? Who was giving ideas? What happened when someone got sick or could not work? Overall, we want to hear about how relationships across organisations persisted or changed from before the pandemic until now.
9. We have heard numerous stories from you today. Are there any other anecdotes or examples you want to share, or maybe there is a story that is in your mind that you have not had the chance to share yet?