Stephen Flett
ASSOCIATES

"Psych" Protocol for Telephone & Skype Interviews

Here is my "protocol" for telephone and Skype interviews. "You" = the relevant person in the production team

- I prefer to have some background information on the contributor - editorial, factual and observational plus any known problems or concerns.
- If you have any specific issues or questions you would like addressed, please mention them at an early stage
- I will offer a choice of specific days and interview times from which you can choose with the contributor
- There is usually a maximum of 3 telephone interviews per day and a minimum of two hours between calls to allow for notes, reports etc
- Please explain the purpose of the call to contributors and alert them to be somewhere quiet and private for a call that will last between 40 and 60 minutes
- I will need the contact phone number and/or skype address for the contributor; the contact number should be a landline or a mobile with good signal and battery
- I will send the contributor a skype contact invitation an hour or so before the call is due
- I recommend you call the person 15-20 minutes before the agreed time to make sure he /she is ready and that there are no technical problems
- I usually take 10-15 minutes just before the call to prepare and read the background documents
- I will call at the agreed time. If there is no response, I will try 5 and 10 minutes after the agreed time. If there is still no response, I will email you and ask for the call to be rescheduled and the wasted time will be chargeable at 50-100% of the fee depending on the circumstances
- I will usually write a report within 1-2 working days. I can give a quick email or telephone response to a producer if required
- I can do a limited number of evening and weekend calls if required. These may be charged at a higher rate depending on the overall numbers and package agreed. I will need an out-of-hours production contact number for evening, weekend and bank holiday calls in case problems arise

The British Psychological Society

Chartered Psychologist

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