

Phase 1 - Introduction

Welcoming the Interview Partner

- Introduction and getting to know the interview participant

Explanation of the Interview Process

- Overview of the research project, participants' rights, and data protection information
- Renewed request for consent to participate and approval for digital recording
- Explanation of the procedure: uninterrupted, free storytelling; follow-up questions; summary and conclusion

Formulation suggestion:

Thank you for your willingness to participate in this study. As part of the research project evaluating the Alles Clara app, we will be conducting an interview with you. We would like to record the conversation using an audio device—do you agree to this?

Your data will be pseudonymized and stored securely with password protection, ensuring that no conclusions can be drawn about your identity. We would also like to remind you that your participation is voluntary, and you may withdraw at any time. Additionally, you are not required to answer any questions that make you feel uncomfortable.

Phase 2 – Narrative Stimulus and Storytelling (Start of Audio Recording)

Narrative Stimulus

We would like to ask you to share your story with Alles Clara. How did you come across Alles Clara, and what experiences have you had since then?

You can tell us anything that comes to mind. Take as much time as you need. We will not interrupt you at first but will only take a few notes. Just start telling your story whenever you're ready.

Interviewer's Role:

Active listening, affirmation through non-verbal or paralinguistic communication, etc.

Phase 3 – Follow-up Questions

Immanent Questions

Questions about details

- You have emphasized XXX several times. That seems important to you. Could you elaborate on that?
- I need to ask again: ...
- You talked a lot about XXX. Could you tell us more about that?

Filling in gaps

- What happened next?

Completing unfinished passages

- Earlier, you briefly mentioned XXX. What happened then? What came out of it?

Further Questions:

- 1) Registering with Alles Clara (How did you feel when you first started using Alles Clara? Can you describe that?)
- 2) Having Alles Clara in your pocket (What does it mean to you to have the Alles Clara app with you at all times? What emotions do you think this might evoke in caregivers? Why?)
- 3) The counseling (What did you take away from the counseling? What stood out to you the most? Which aspects of the counseling session had a particularly positive/negative impact on your experience? What would you hope for from future counseling sessions with Alles Clara?)

Phase 4 – Wrapping Up the Conversation (End of Audio Recording)

Exmanent Questions

General questions about reasoning, opinions, interpretations, or assessments

- Why do you think that is...?
- Do you think it would have been better differently?

Concluding the Interview

Thanking the participant for their time and contribution

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Phase 2 – Part 1: Prerequisites (Start of Audio Recording)

Who is Martha/Paul?

Martha/Paul wants to become a new online counselor. Your task is to decide whether Martha/Paul is suitable for working at Alles Clara.

- 1) What questions would you ask Martha/Paul in the job interview? And why?
- 2) Why does Martha/Paul want to become an online counselor?
- 3) Martha/Paul has the ideal qualifications for working at Alles Clara. What do these look like?
 - a. What professional skills does Martha/Paul have?
 - b. What interpersonal skills does Martha/Paul have?
 - c. What attitude does Martha/Paul bring?
 - d. What values and beliefs does Martha/Paul hold?
 - e. What other characteristics does Martha/Paul have that are important for working at Alles Clara?
- 4) Martha/Paul has all the necessary competencies for working at Alles Clara. But which are the most important ones?

Interviewer's Role:

Active listening, acknowledgment through non-verbal or paralinguistic communication, etc.

Phase 2 – Part 2 Environment

What does Martha/Paul need to know about her/his work at Alles Clara?

Martha/Paul has been hired! She/he has the necessary skills to become an online counselor. You are now meeting Martha/Paul for the first time to introduce her/him to Alles Clara as her/his new work environment.

- 1) What are the most important things Martha/Paul needs to know before starting at Alles Clara?
- 2) How can Martha/Paul envision Alles Clara as her/his new workplace?
- 3) Who are Martha's/Paul's new colleagues, and what skills and expertise do they bring?
- 4) How does collaboration within the Alles Clara team work?

Interviewer's Role:

Active listening, acknowledgment through non-verbal or paralinguistic communication, etc.

Phase 2 – Part 3: Person-Centred Processes

How does Martha/Paul succeed in counseling?

Martha/Paul has successfully completed her/his training as online counselor and is now about to conduct her/his first session with a real client. She/he is still skeptical about whether counseling in a digital space can truly be effective.

- 1) How do you ease Martha's/Paul's skepticism? What advice do you give her/him?
- 2) What is the most important piece of advice you can give Martha/Paul for counseling?
- 3) What key principles guide counseling at Alles Clara?
- 4) What makes counseling at Alles Clara special to you?

Interviewer's Role:

Active listening, acknowledgment through non-verbal or paralinguistic communication, etc.

Phase 3 – Part 1: Outcome for Family Caregivers

Think about your most meaningful counseling session at Alles Clara.

- 1) What was this session like?
- 2) What impact do you think this session had on the family caregiver?
- 3) What exactly is it about counseling at Alles Clara that helps relieve family caregivers' burdens?
- 4) What might be the reasons when counseling does not work as expected?

Interviewer's Role:

Active listening, acknowledgment through non-verbal or paralinguistic communication, etc.

Phase 3 – Part 2: Outcome for Counselors

Think about your most meaningful experience at Alles Clara.

- 1) What comes to your mind?
- 2) How did this experience affect you?
- 3) What exactly is it about working at Alles Clara that brings job satisfaction to counselors?
- 4) Were there any moments when you were dissatisfied with your work at Alles Clara? What happened?

Interviewer's Role:

Active listening, acknowledgment through non-verbal or paralinguistic communication, etc.

Phase 4 – Wrapping Up the Conversation (End of Audio Recording)**Exmanent Questions**

General questions about reasoning, opinions, interpretations, or assessments

Why do you think that is...?

Do you think it would have been better differently?

Concluding the Interview

- Thanking the participant for their time and contribution