Lesson 3.4 Interviewing Techniques
Content

• Planning and Interviewing techniques
• Types of questions
• Dos and don’ts
• Special cases
• Personal qualities
Learning Outcomes Lesson 3.4

• List three techniques for conducting interviews
• Describe the main types of questions used in interviews
• Describe dos and don’ts when conducting interviews
• Explain when caution is required in special cases
Preparing for an Interview

• Who has information
• On what
• How do we get a full picture
• What interests, biases, agendas shape interviews
• What protection risks for interviewees or others
• How can we mitigate risks
• How to establish trust
Techniques of Interviewing

- Directive
- Non-directive
- Mixed
Directive Technique

Interviewer frequently participates

Influence of past actions on present important

Seek specific information

Interpretations and judgments

Vary pace

Probing questions
Non-Directive Technique

1. Avoid yes/no questions
2. Open questions
3. Emphasize present, not past
4. Pause / ‘silent question’
5. Reflect answers back
6. Understand interviewee’s perspective
Mixed Technique

Borrows from all fields
Tailor interview approach every time
Types of Questions

- W-questions
- Leading questions
- Probing questions
- “Yes”—“No” questions
- Summary questions
- Questions for clarification and reflection
- The silent question
- Alternative questions
Specific Techniques

- Prepare
- Open
- Observe and respond
- Define purpose
- Be selective and flexible
- Listen actively
Dos

- Respect
- Speak slowly
- Get the interviewee talking
- Get the facts
- Confirm your understanding
Dos

• One question at a time
• Simple questions
• Restate answers
• Record data
• Summarize and close
• Don’t sit on the edge of the chair
• Don’t fidget
• Don’t waste time
• Don’t hurry the interviewee
• Avoid leading questions
• Avoid “I”

Continued…
Don'ts

• Don’t be patronizing
• Don’t ask unnecessarily personal questions
• Don’t be antagonistic
• Don’t “set traps”
• Don’t make promises!
Special Cases

Please coordinate with UN – experts and make sure their presence before interviewing:

- Children (Easy questions, guardians / parents to be present)
- Survivors of sexual and gender based violence
- Victims of Human Rights Violation
Personal Qualities

- Personal appearance
- Freedom from bias
- Interest in people
- Ability to meet people
Lesson Take Away

• General interviewing techniques (directive, non-directive or mixed)

• Different types of questions can help obtain information

• Respect the Dos & Don’ts

• Special approaches needed for children, SGBV survivors and victims of HRV

• Develop personal qualities to support your interviewing skills
Questions?