



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

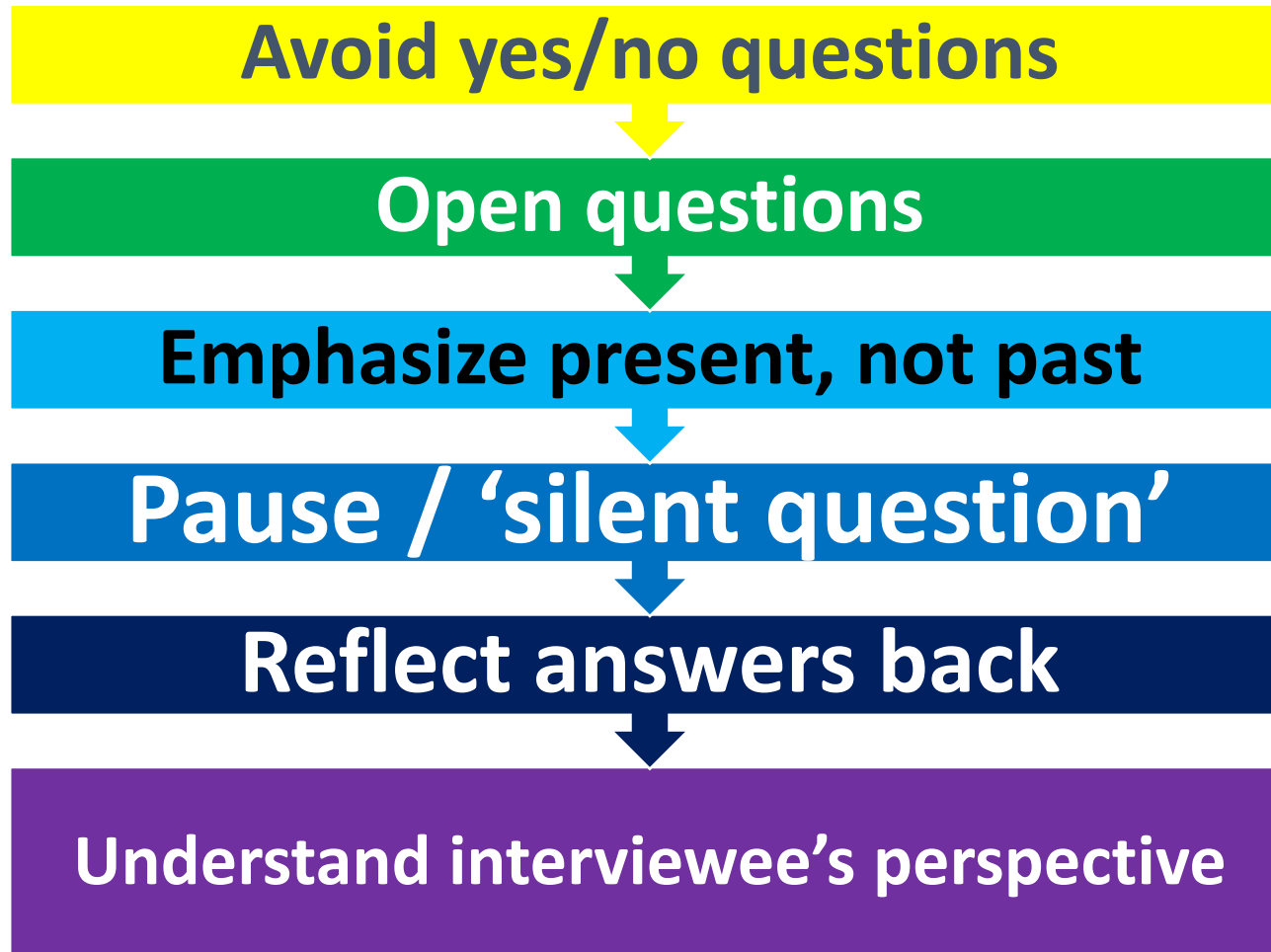


Vary pace



Probing questions

Non-Directive Technique

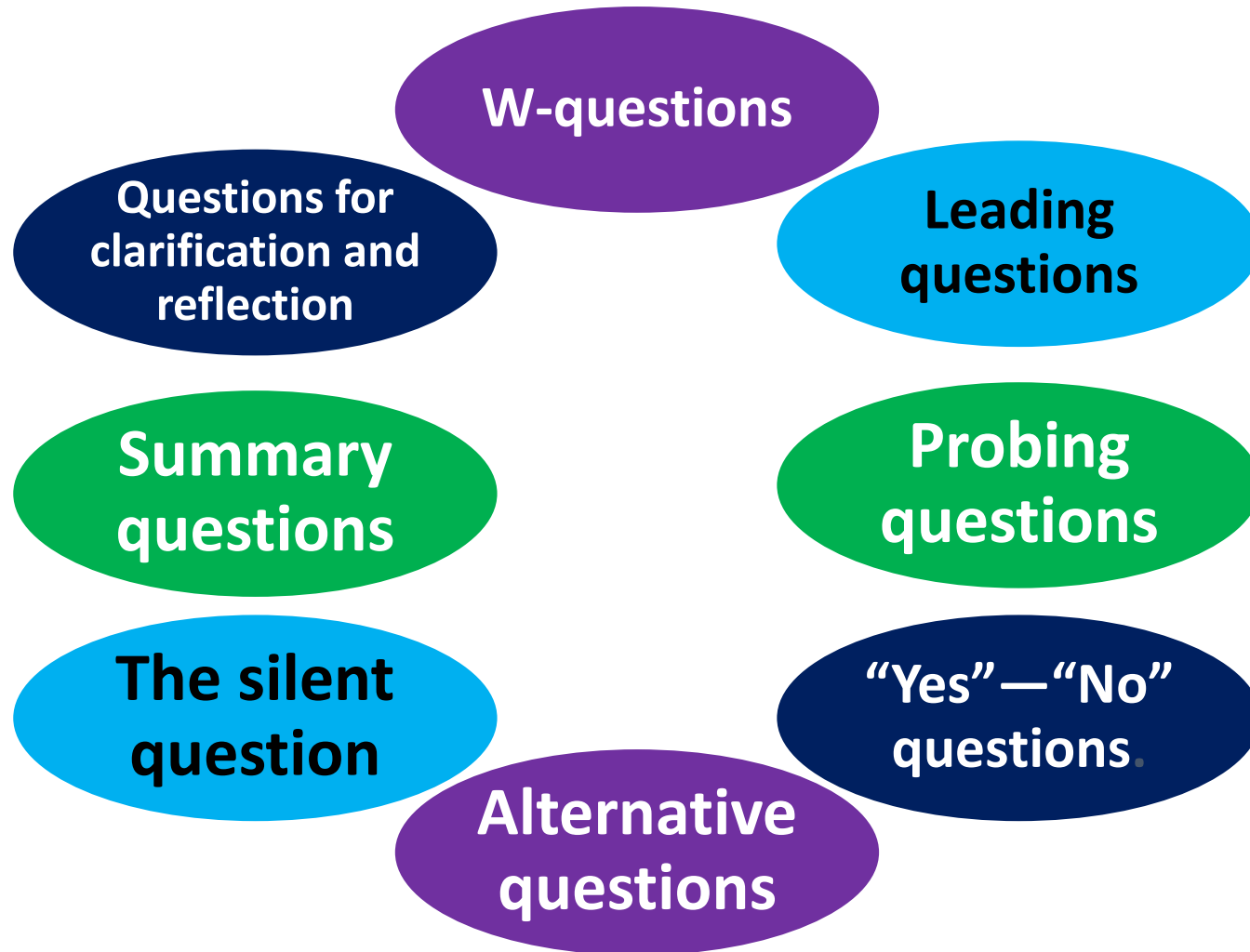


Mixed Technique

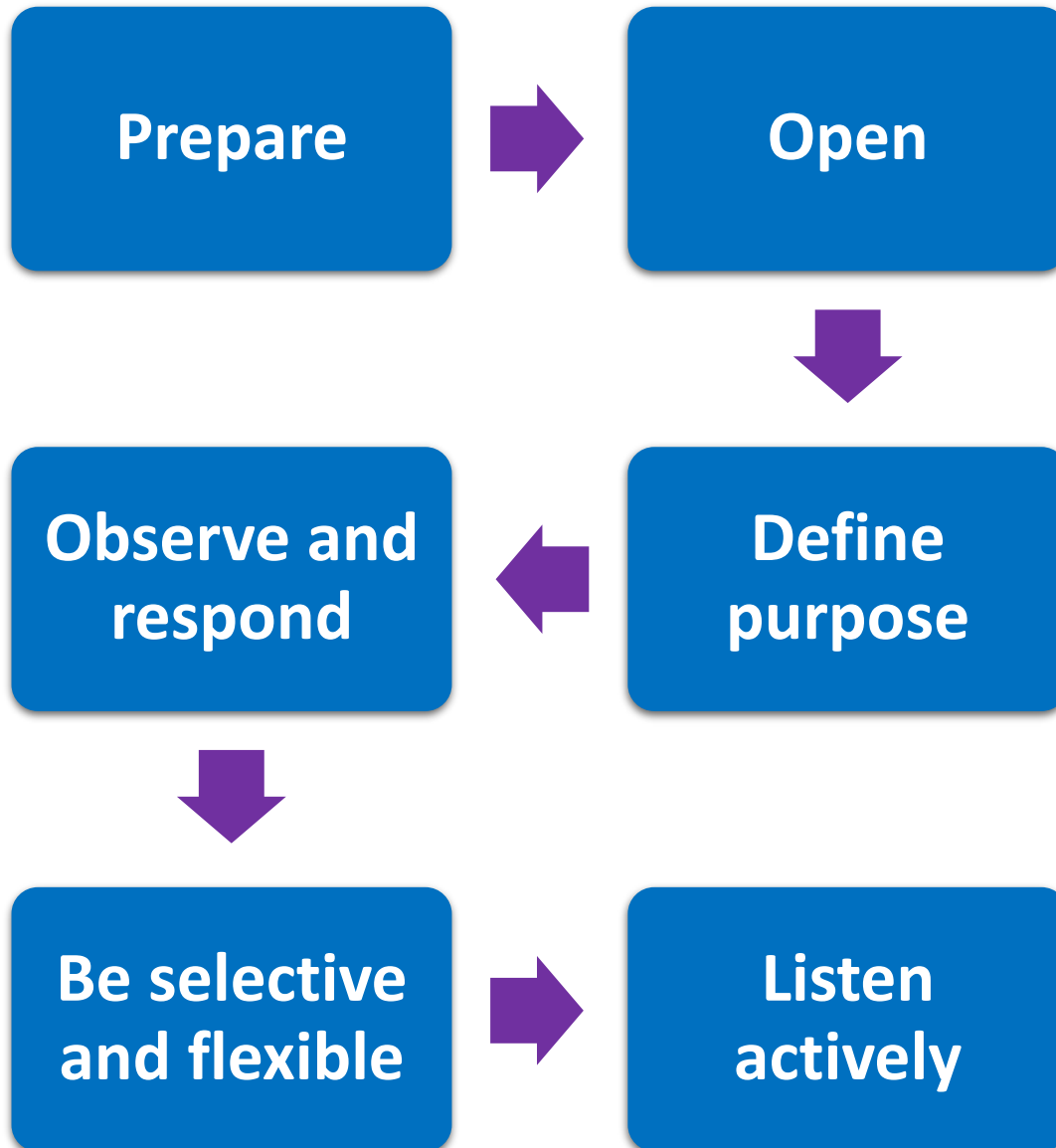
Borrows from all fields

**Tailor interview
approach every time**

Types of Questions



Specific Techniques



Dos

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

Continued...

Dos

- One question at a time
- Simple questions
- Restate answers
- Record data
- Summarize and close

Don'ts

- 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?