



Lesson 3.5

Interviewing Techniques

Content



-
- Planning and interviewing techniques
 - Types of questions
 - Do's and Don'ts
 - Special cases
 - Personal qualities of the Interviewer



Learning Outcomes

- List the techniques for conducting interviews
- Describe the main types of questions used in interviews
- Outline the do's and don'ts when conducting interviews
- Explain when caution is required in special cases
- Describe the personal qualities required of an interviewer



Preparing for an Interview



- Who has the information?
- How can we get a full picture?
- What interests, biases and agendas may shape what the interviewees say?
- What risks should be considered?
- How can we mitigate risks and establish trust?





Techniques of Interviewing

A diagram showing three interview techniques listed vertically. Each technique is preceded by a white circle with a blue line passing through it. The techniques are: Directive, Non-directive, and Hybrid.

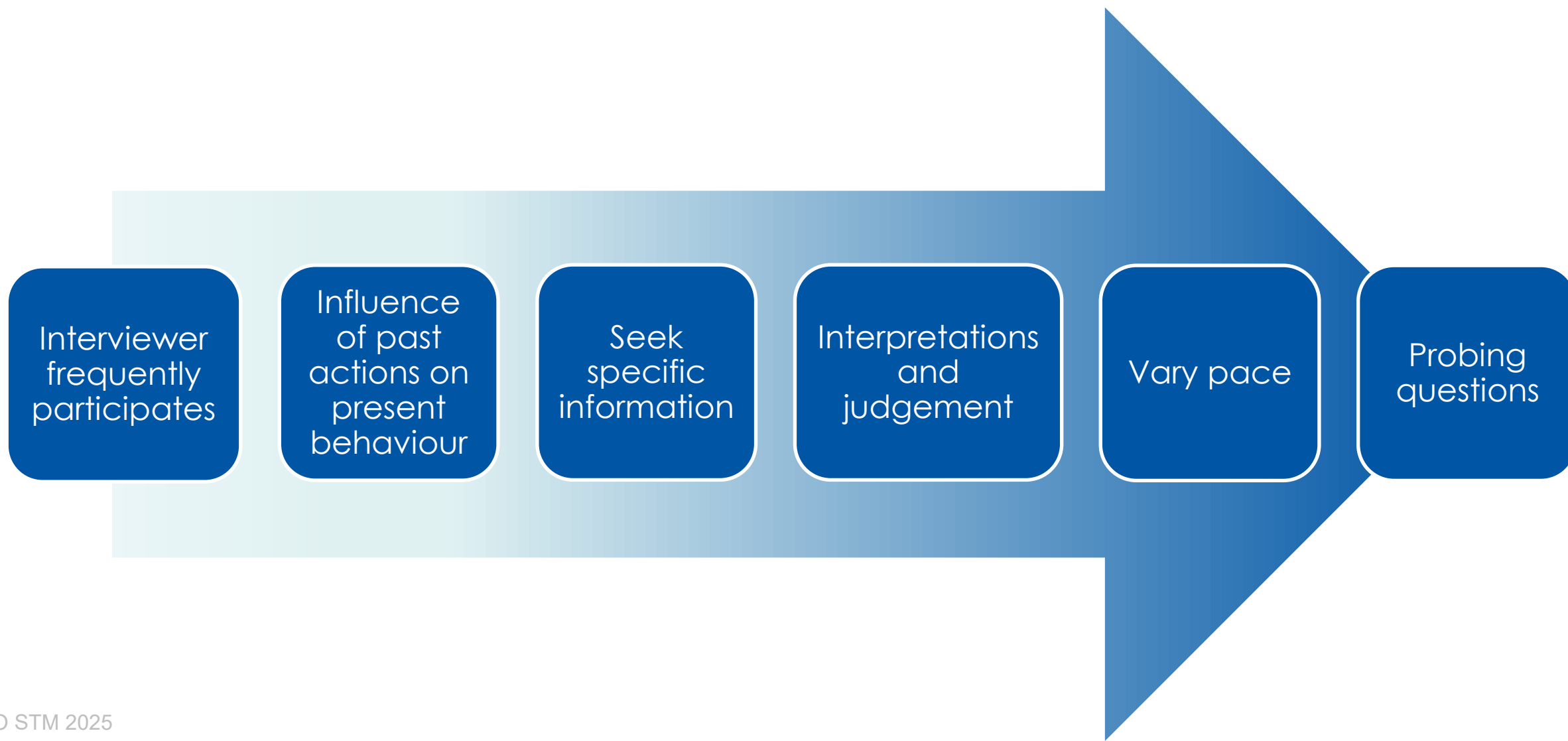
Directive

Non-directive

Hybrid

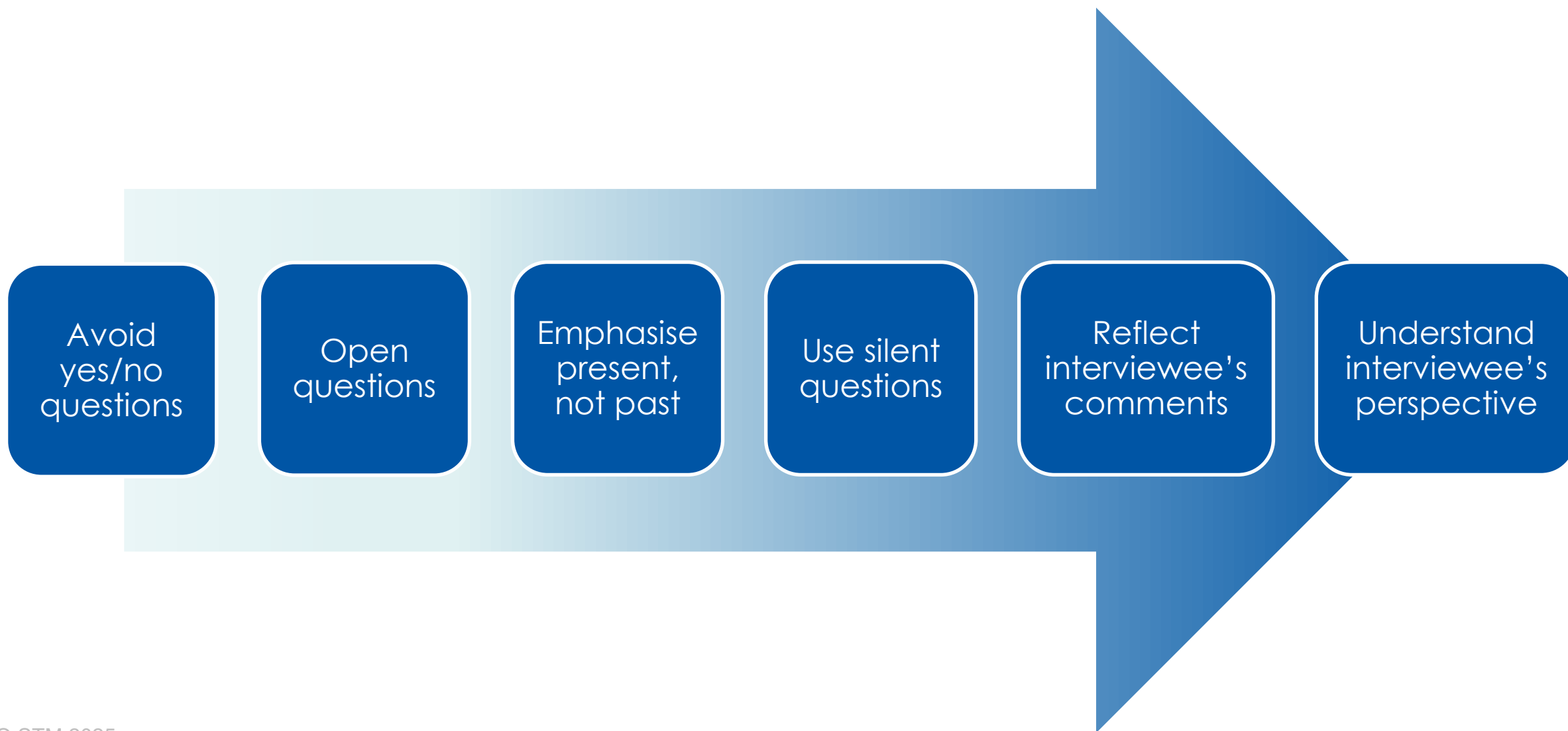


Directive Technique



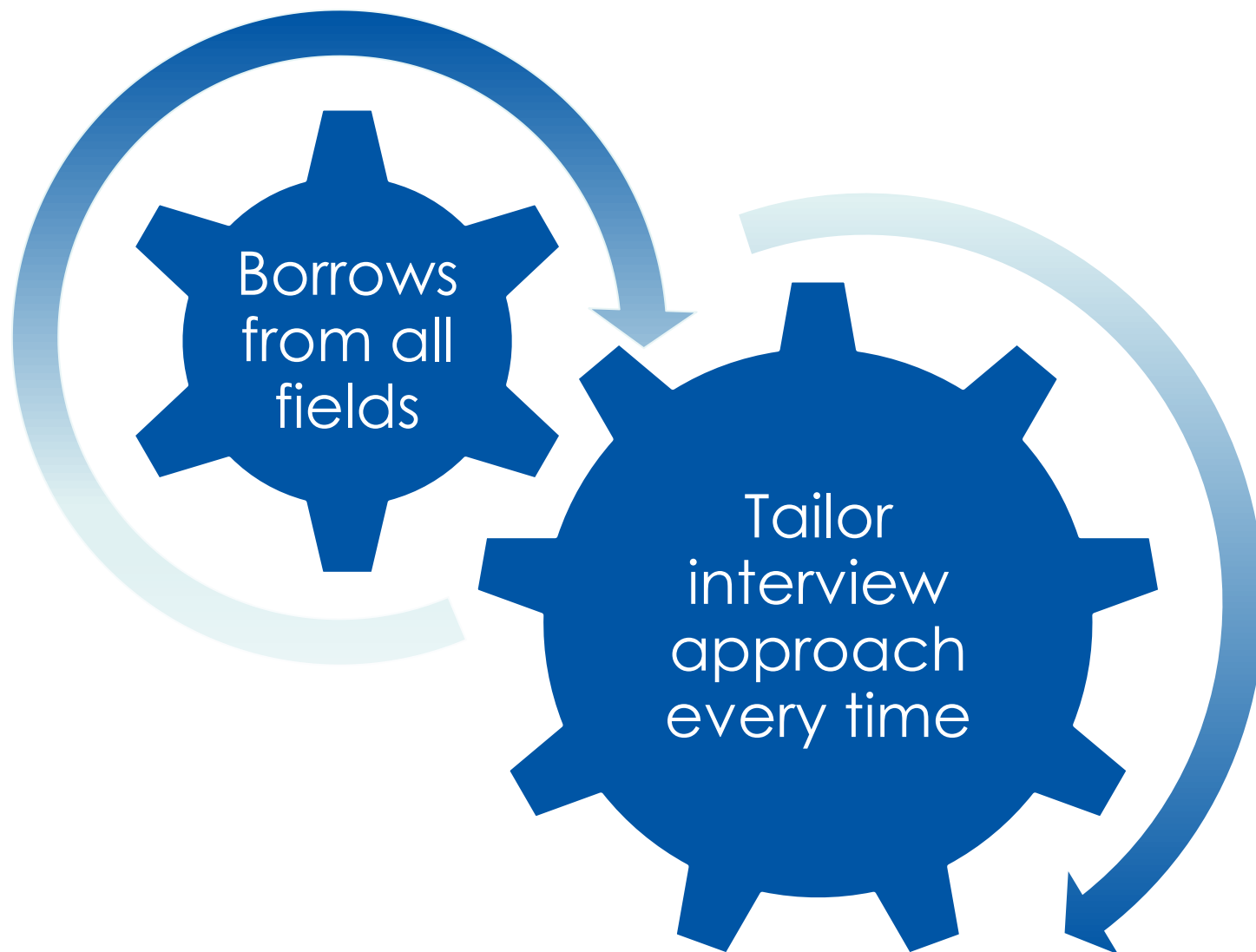


Non-Directive Technique





Hybrid Technique



Different Types of Questions



Open questions

- W-questions
- Probing questions
- Silent questions

Closed questions

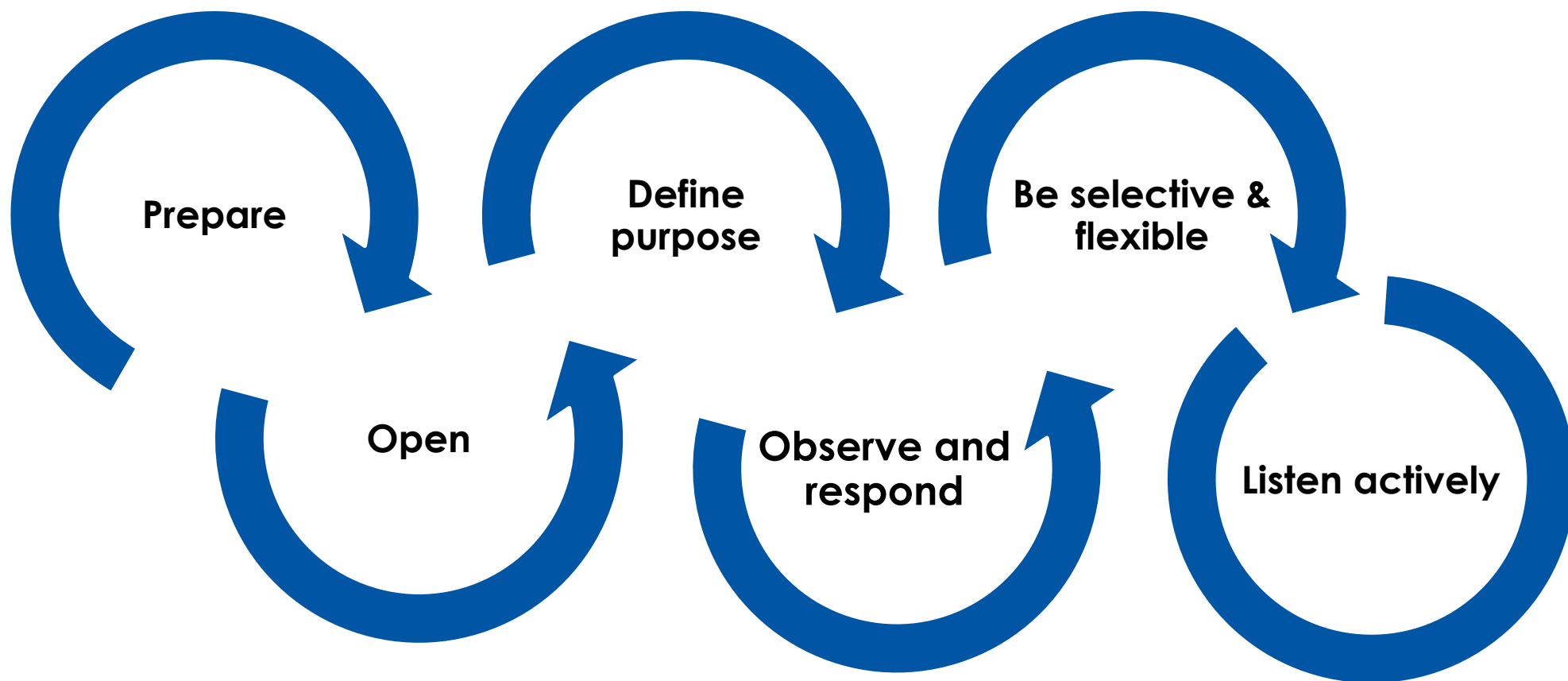
- Yes/No answer

Confirmation & leading questions

- Clarification & reflection questions
- Summary questions
- Leading questions



Specific Techniques





Do's



- Respect
- Speak slowly



- Get the interviewee talking



- Get the facts
- Confirm your understanding



Do's (Cont.)



- Ask one question at a time
- Ask simple questions
- Restate answers
- Record data
- Summarise and close

Don'ts



- Don't sit on the edge of the chair
- Don't fidget
- Don't waste time of your counterpart
- Don't hurry the interviewee
- Avoid leading questions and closed questions
- Avoid using "I"



Don'ts (Cont.)



- Don't be patronising
- Don't ask unnecessary personal questions
- Don't be antagonistic
- Don't "set traps" / no interrogation
- Don't make promises!

Special Cases



Always coordinate with UN security/protection experts and ensure their presence before interviewing:

- Children
- Survivors of conflict-related sexual violence (CRSV)
- Victims of human rights violation





Interviewer Qualities



- Personal appearance



- Freedom from bias



- Interest in people



- Ability to meet people

Summary of Key Messages



- **Interview Techniques.** Use directive, non-directive, or hybrid approaches, and apply various question types for accurate information gathering
- **Flexibility and Adaptability.** Adjust the interview approach as needed to gather relevant and accurate information
- **Best Practices.** Create a respectful environment, ask clear questions, listen actively, and maintain professionalism in data recording
- **Special Cases.** Handle sensitive interviews, particularly with children, survivors of CRSV, and victims of HRV, with specialist expertise



Learning Activity 1

Plenary Quiz (True or False)

1. There are two types of interviewing techniques: directive and non-directive.

☐ True

☐ False

Learning Activity 1



2. If it becomes necessary for UNMO to interview a child, questions should be limited to basic ones, such as the child's name and age. Parents or caregivers should be present.

☐ True

☐ False

Learning Activity 1



3. UNMO should ask clear but complex questions to ensure a thorough and effective interview.

☐ True

☐ False

Learning Activity 2



Plenary Q & A

- Enumerate five do's and don'ts when conducting an interview

Total Time: 5 min

- What qualities should an interviewer have for conducting an effective interview?