| Topic | **Lesson** |
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| Failure of an Interview | * Failure to ask the right questions
* Not spending the time to develop rapport
* Using biased or leading questions
* Inappropriate probes – i.e., failing to notice comments, body language, etc. indicating discomfort
* Avoiding difficult situations
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| Getting to the Truth | * Plan the interview
* Take the interview seriously. If it’s not worth your time to ask the questions correctly, then it’s not worth the resident’s/client’s/staff’s time to answer the questions honestly.
* Don’t assume; get clarification
* Learn how to ask difficult questions
	+ Compassion
	+ Understanding
	+ Empathy
	+ Control
* Don’t guess
* Keep the goal in mind
* Adapt to odd and difficult situations
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| Developing Rapport | * The time you take to develop rapport can make or break an interview
* Speak in a conversational tone
* Use active listening; let the interviewee tell the story
* Be professional (this means at the very least, ethical and objective)
* Know when to end
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| Avoid Bias | * Don’t make assumptions based on your familiarity with the situation
* Find out the facts – i.e., what the interviewee knows about the situation
* Do not express your own opinion or how you think the interviewee should respond.
* Do not suggest answers
* Repeat questions
* Ask questions more slowly
* Rephrase questions
* Let the person think about the answer; in fact let them know at the beginning of the interview that you will be happy to give them time to think before they respond
* Do not appear impatient or abrupt
* Do not use leading probes
* Give the person an opportunity to express their own opinion in their own way
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| Probing | * Let the person tell the story then go back and clarify
* A correct probe is a prompt that encourages further conversation.
	+ Probe for correctness, clarity, & completeness
* Repeat questions and responses
* Give feedback
* Allow reflection on the full range of a situation – e.g., not just good-poor, but instead excellent-good-fair-poor
* Probe in a conversational tone
* Tell the person how important it is to get their point of view
* Ask for specific responses or explanations:
	+ What do you mean by that?
	+ Tell me what that means to you?
	+ Definitions: What do you mean by short-staffed? Missing meds? Was exhibiting behaviors?
	+ Could you explain that?
	+ I’m not sure I understand…
* Probe for completeness
	+ Fill in the spaces
	+ Narrow the times
	+ Seek more information on who
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| Difficult Situations | * When the interviewee is upset, don’t ignore him/her; provide some reassurance and emotional support:
	+ I’m sorry
	+ I understand
	+ It’s OK to cry.
	+ Do you need anything?
* Don’t pity the person; be respectful and sensitive
* Don’t make up stories
* Move forward with the interview
* Handle anger first; I know this is intrusive, but it has to be done. I’ll help you through it.
* Others?
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