

Podcast: Interview Technique (19.54 minutes)

00.01 Showing interest – body language, eye contact etc. Keep your voice to minimum.

03.34 Appropriate verbal behaviour- tone, volume, pace etc.

04.37 Open questions – encouraging longer answers. Avoid leading questions. Keep questions short and ask one at a time.

09.20 Clarify general language for exact meaning. Varying styles used in different industries e.g. medical, social work.

12.12 Usually, start with general questions followed by more specific questions. Leave sensitive issues until later.

14.10 Follow- up - don't be afraid to ask, but try not to interrupt. Pen and paper. Detail often comes from asking for more.

17.20 Respect interviewee's opinions.

17.30 Initial contact- speak directly to interviewee.

19.05 When English is not first language – compromise when on limited resources.