

Interview Tip Sheet

Interview Protocol

- Introduce yourself
- Ask the person about their connection to the program (icebreaker)
- Call the person by name
- Make the person comfortable; smile
- Make eye contact
- Assure confidentiality
- Use time wisely
- Focus on listening
- Take notes on highlights
- Stay on topic
- Refrain from giving advice or telling your story
- Be prepared to follow up your initial questions
- Adhere to time schedule
- When finished, thank the interviewee for their time

Improving your listening skills

- Suspend judgment – do not evaluate positively or negatively
- Be patient, but help speaker come to closure on each question
- Restate main ideas to ensure that you have heard them correctly; ask for restatement, definition, or clarification, as needed
- Be careful with humor or emotional responses to words
- Be aware that your posture affects your listening
- Make a conscious effort to listen
- Paraphrase—assume nothing, check out the meaning behind words
- Listen actively
- Listen neutrally, objectively, non-critically
- Listen with an inner ear—listen for what is actually meant rather than for what is said