

Observation Form

Name interviewer: Group B

Name observer: Group A& C

Aspect	Good	Needs Improvement	Comments
The interviewer asked open questions	yes		
The interviewer listened actively	yes		
The interviewer maintained a neutral attitude	yes		
Adequate follow-up questions were asked		yes	
The questions were relevant to the case	yes		
The interviewer summarised responses (validation)		yes	

General feedback:

The interview was overall good, although follow up questions to receive the necessary information needs improvement.

That may cause the team to not receive all of the necessary information from the client
