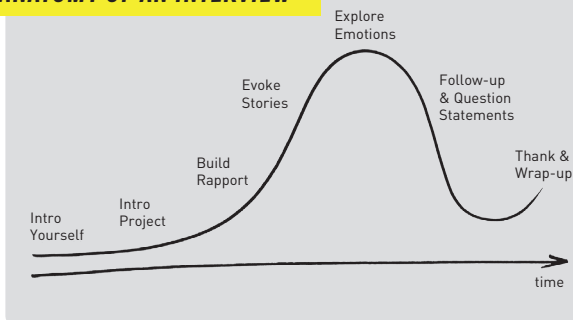


ANATOMY OF AN INTERVIEW



Adapted from Michael Barry

Ask open-ended questions and don't suggest answers.

Even if they pause before answering, don't help them by suggesting an answer. This can unintentionally lead people to say things that agree with your expectations. Ask questions neutrally.

Ask follow-up questions.

Even if you think you know the answer, follow up on anything that is interesting with *"Can you tell me more?"*, *"Why do you say that?"*, or *"What is the reason for that?"*. Don't move from one question to the next as if it were a survey.

Ask about concrete instances, not about what is "usual" or about hypothetical future situations.

Say: *"Tell me about the last time you..."* instead of *"How/When/What do you usually..."*. Seek **stories**.

Seek emotions.

"What were you feeling at that point?"

Don't be afraid of silence.

Silences often precede deeper answers. Don't immediately jump to the next question.

Be aware of nonverbal cues.

Consider body language and tone of voice.

Take detailed notes.

Use *their* words.