

Non-Leading Interview Techniques

NONLEADING INTERVIEW TECHNIQUES:

(1) THE QUESTION MUST NOT CONTAIN THE ANSWER

Example: Rude Staff Person

Leading question: Was your staff person the one who was rude to you?

Non-leading question: Did anyone treat you disrespectfully?

Leading question: Did they tell you not to tell anyone?

Non-leading question: What did they tell you?

(2) THE QUESTION MUST NOT CONTAIN A CHOICE OF ANSWERS

Example: Cold Food

Leading question: Was it breakfast, lunch or dinner?

Non-leading question: What meal time was it?

Leading question: Did you tell the kitchen staff or the nursing staff?

Non-leading question: Did you tell anyone your concern?

Leading question: Were you mad or angry?

Non-leading question: How did you feel?

(3) THE QUESTION MUST NOT IDENTIFY THE PERSON BEFORE THE INTERVIEWEE HAS IDENTIFIED HIM/HER

Example: Roommate conflict

Leading: Do you and your roommate fight and argue?

Non-leading: How do you like your room?

Leading: Did your roommate tell you to keep your fighting a secret?

Non-leading: Has anyone asked you to keep a secret?

Leading: I've been told you are having a problem with your roommate.

Non-leading: Are you having a problem with anyone?

(4) THE QUESTION MUST NOT EXPLAIN THE DETAILS OF THE PROBLEM

Example: Cut up clothing

Leading: Did staff tell you they were going to cut up your clothing for their convenience?

Non-leading: What happened to your clothing?

Leading: Did staff explain why they cut up your clothing?

Non-leading: Did anyone say anything to you about your clothing?

(5) THE QUESTION MUST NOT CONTAIN THE VOLUNTEER OMBUDSMAN'S ASSUMPTION

Example: The Volunteer Ombudsman has been informed by the Resident there is a problem.

Leading: Are you going to complain to the staff about the things you told me, or do you want me to do it?

Non-leading: Do you want me to bring this to the staff's attention?

REMEMBER: THE MOST IMPORTANT DIRECT QUESTIONS ARE?

- (1) What do you want?
- (2) What do you think?
- (3) How do you feel?