

Positive Interviewing Skills

- ✓ Maintain good eye contact and speak clearly.
- ✓ Use good listening skills. When the person you are interviewing is talking, pay attention to what that person is saying.
- ✓ Read questions exactly as they are written.
- ✓ Do not skip any questions.
- ✓ Do not fill in missed questions yourself. If questions are accidentally skipped, leave them blank.

Gather Quality Responses

- ✓ Your voice is an important communication tool; use it to help the person you are interviewing understand the questions and responses without suggesting one choice over another.
- ✓ Repeat question and response options if the person does not give an answer among those options or gives more than one answer.
- ✓ Don't guess which category is closest to an unclear response. Repeat the response options (for example; one, two, three, four, or five stars) and ask the person to choose by saying something like, "So would that be one, two, three, four, or five stars?"
- ✓ Use a probe question, such as: "What did you mean by that answer?" or "Could you be more specific about that?" if you find the person's response confusing or off topic. If the person is silent try "Anything Else?"
- ✓ If the person you are interviewing asks for an interpretation, say something like, "Whatever that means to you," or "I'm sorry, I really don't know the answer to that," or "Let me repeat the question for you."
- ✓ When recording an open-ended question without specific response options, read the words back to the person. This gives the person a chance to make sure the response accurately reflects his or her opinion.
- ✓ If you have questions or concerns, ask an adult supervisor for help.

End Positively

- ✓ Thank the gardener for his/her time.