Advice First Aid – Potential Interview Questions

**Opening open questions** – do not lead, do not suggest answers and do not imply judgement

* What are the problems that have led you to us today?
* Tell me what you can, about what’s worrying/upsetting you
* You mentioned an issue at home/at work/with the family, tell me about it if you can?
* What are the problems that have led to this?

**Probes** - Open follow-up questions – designed to dig a bit deeper in an open way

* Tell me more about that?
* Why did that happen?
* What led up to that? What happened next?
* What, if anything, did you do about that?
* What do you think is going on?
* What else?

**Prompts** - Leading follow-up questions – leading follow up questions

These help to establish e.g. scale, time frames, what exactly has happened, or actions taken

* How much is the debt/bill?
* When did your partner leave/this happen/begin?
* When you lost your job, were you given any warning?
* What, if anything, have you been able to do about this?

If it’s sensitive, acknowledge this and explain:

* I know not everyone likes being asked about [money], but I need this detail to understand your issue properly and work out how best to direct you

**Clarifying questions** – Designed toexplain and clear up, in a non-judgmental way

Own any lack of clarity, protect your interviewee from feeling feel silly or defensive

* Just to make sure I’ve understood you clearly, what you’re telling me is . . .
* So, to summarise . . . have I got that right?

You may need to ask for examples or definitions

* When you say “*strange*” behaviour, can you give me some examples of that?
* When you say “*abusive*”, do you mean what was said or what was done?
* Tell me more about what exactly you mean by . . .

In order to be clear on the issues faced, think PAW:

* What is the **P**roblem?
* What **A**ction has been taken so far?
* What does the person **W**ant to achieve?