# CASPER Interview Tips

## PREPARE for the interview

- **Practice with your partner!**
- **Dress appropriately: wear comfortable, close-toed shoes; no extreme jewelry or perfume; no chewing of gum or eating/drinking, etc.**

## DURING the interview

- **Introduce yourself!**
- **Empathy and Respect—good eye contact, confidence, convey empathy**
- **Remind respondents that their responses are confidential and their participation is voluntary**
  - The interview can be stopped at any time and questions can be refused
- **Standardize! This increases the reliability of data and eliminates a source of bias and error**

## ENDING the interview

- **Look over the entire questionnaire for completeness before you leave!**
- **Thank the respondent**
- **Leave information and provide referral information where necessary**
- **Stop an interview anytime a respondent requests or you feel unsafe**
  - Ask if they want to continue if emotional stress is evident
- **Look over the questionnaire again when you have left**

## Do's and Don'ts of Standardization

- **DO ask the questions in the <u>same order</u> with <u>exact wording</u>**
  - Changing wording = asking different questions
  - If respondent is have difficulty…PAUSE! Allow time to answer.
  - If respondent needs clarification…repeat the question first, then elaborate if needed (don't lead!)
- **DO read the entire question**
- **DO record answers verbatim**
- **DO be aware of the difficulties of standardization**
  - Situation is artificial
  - Using a script can be awkward
  - Tempting to change content
- **DO document any departures from standardization**

- **DON'T rephrase questions**
- **DON'T pre-fill questions**
  - Even if the respondent may have answered in another conversation, you should still ask the question and ensure that is their answer
- **DON'T finish sentences! Even if you think you know the answer**

## Tips for a successful interview

- **Memorize your introduction**
  - This improves rapport
- **Remember to have empathy and respect**
- **Use calendar tools to help facilitate recall**
- **Encourage respondents and be confident**
- **Determine which team member is the better interviewer – this may change as the day progresses.**

National Center for Environmental Health
Division of Environmental Hazards and Health Effects