



INVESTIGATIVE INTERVIEWING TYPES OF QUESTIONS

OPEN-ENDED QUESTIONS:

- Purpose: To gather a lot of information about a wide range of topic areas and to gain insight into the person's feelings and perceptions.
- Benefits: Caseworker will discover information that he/she may have failed to ask; provide information useful to assessment.
- Liabilities: Takes more time; information will need sorting to identify pertinent material; potential for person to digress.

CLOSED-ENDED QUESTIONS

- Purpose: To obtain answers to specific questions.
- Benefits: Caseworker can obtain considerable amount of information in a short period of time.
- Liabilities: Limits potential responses; may be threatening and actually encourage lying.

CONFRONTATION

- Purpose: To make client admit or acknowledge problems, feelings or behaviors, when other methods have failed to be successful.
- Benefits: Can help person become aware of their resistance; can cut down on the manipulation or digression; can force person to focus.
- Liabilities: May increase defensiveness; person may require more support from caseworker afterwards.



PROJECTIVE

Purpose: To allow the client an opportunity to speculate about what he/she thinks might happen, should happen or could have happened.

Benefits: Can help person generate solutions to problems or face a problem; Reveals a person's thoughts and feelings about a subject matter in a less threatening way.

Liabilities: The information gleaned from projective questioning could be untrustworthy.

Non-Directive questions do not contain any information about the answer in the question itself. Examples include: Who lives in your household? What did you do after that? When did this occur?

Directive questions or focused questions assume some information and may contain some of the answer in the question itself.

Examples include: What is your sister's name? Were you wearing your pajamas? Was your sister at home?

Leading questions are even more specific and the answer to the question is embedded in the question itself.

Examples include: Did the baby-sitter undress you? Did she tell you not to tell? Was your Mom sleeping at the time?

ACTIVE AND REFLECTIVE LISTENING

Active listening is a way of listening that suggests action and a heightened sense of alertness on the part of the listener. We listen not just to words but to voice tone, facial expressions, hand gestures, and to body position and movement.

Reflective listening requires the listener to reflect the information back to the person for clarity and confirmation. The listener rephrases or puts into words what he or she thinks was said, and checks it out by repeating it back to see if it is accurate.