

# INTERVIEWING METHODS CHART

| STRATEGY  | PURPOSE  | BENEFITS   | LIABILITIES  |
|---|--|--|--|
| <p><b>Closed-ended Questions</b></p> <p><b>Probing Questions</b></p> <p><b>Yes/No Questions</b></p> <p><b>Examples:</b></p> | <p>To gather factual information regarding a specific content area</p> <p>To obtain answers to specific questions</p>  | <p>Can obtain a considerable amount of information in a short period of time</p>   | <p>Limits potential responses of family members to those directed by the interviewer</p> <p>May be threatening to family members, which may encourage evasiveness or lying</p>                                   |
| <p><b>Open-ended Questions</b></p> <p><b>Examples:</b></p>  | <p>To gather a lot of information about a wide range of topics areas</p> <p>To gain insight regarding a client’s feelings and perception about the situation</p> | <p>May discover information about which the caseworker had not previously thought to ask</p> <p>Provides information useful to the assessment; helps identify “process”-level issues</p> | <p>Takes considerable time</p> <p>Caseworker may need to sort through irrelevant information to identify pertinent issues</p> <p>Client may use open format to digress and avoid discussing important topics</p> |





| STRATEGY                | PURPOSE | BENEFITS   | LIABILITIES |
|-------------------------|---------|--|-------------|
| <p><b>Examples:</b></p> |         | <p>Can help family members become aware of their own resistance commitment</p> |             |