

Interviewing techniques and feedback rules

Active listening: Show your partner that you are paying attention using verbal and non-verbal cues, such as maintaining eye contact and using friendly gestures to encourage the other person to keep talking. Leave pauses for the other person to think. Check that you have understood what the other person has said by repeating what you heard using your own words. Express your feelings neutrally: “I have the impression that you are disappointed about XX”. Show the other person that you appreciate him/her, because proper appreciation can be very empowering and motivating!

Questioning techniques: Preferably use open questions (who? how? what?) to give the other person scope to talk. Closed questions (which can be answered with a yes or no or a short answer) can help to make individual details more precise or obtain consent: “Would you like to try out this suggestion?”

Understanding: Make sure to word what you say clearly, concisely and descriptively. Check that the other person has completely understood the important points (e.g. by asking him/her to repeat the contents).

Speak from your perspective; use the word ‘I’! Remember the **PEW acronym**:

Perception:

What have I observed? Give a specific example.

Effect:

What effect did this situation perceived in this way have on me?

Wish:

What do I wish for in future to solve a similar situation?

Accept any criticism from the other person without comment - do not justify yourself!