

Here are some guidelines for interviewing and research:

- Plan your questions with your goals in mind. Know what you want to learn. What facts are you looking for? Do you want to learn your interviewee's opinions about certain ideas, information, or events?
- Plan the order of the questions to help you follow the conversation and cue your notes.
- Sometimes your "questions" could be statements: for example, "That sounds like it was a big change for you."
- Use language that your interviewee understands. Sometimes you will have to rephrase a question to clarify.
- Focus your questions so that they ask one thing at a time. Make them short.
- Be friendly and open so that trust will develop.
- Don't interrupt. Listen carefully and mindfully.

Use strategies that demonstrate you really are listening and you care about the information you are gathering. How can you apply what you already know about being an active listener?