

Interview Question Types

Learning Objectives

After this session, participants will be able to

- 1. Describe four types of interview questions**
- 2. List questioning pitfalls to avoid**

Interview Question Types

- **Closed-ended questions**
- **Open-ended questions**
- **Probing questions**
- **Checking questions**

Closed-Ended Questions

What are closed-ended questions?

Questions that:

- **Generate short, finite answers (i.e., yes or no)**
- **Do not encourage discussion**

Closed-Ended Questions

Examples

- **Do you have symptoms of TB?**
- **Have you ever been tested for TB?**

Open-Ended Questions

What are open-ended questions?

Questions that:

- **Generate descriptive answers that encourage discussion**
- **Require more than a one-word response to promote discussion**

Open-Ended Questions

Examples

- **What symptoms do you have?**
- **When did your symptoms begin?**
- **Who lives with you?**

Refer to Appendix L for sample open-ended questions

Exercise – Change Closed-Ended Questions into Open-Ended Questions

- 1. Do you live with anyone?**
- 2. Do you have any side effects from medications?**
- 3. Did the doctor tell you about TB?**

Probing Questions/Statements

What are probing questions/statements?

- A question/statement used to gain more information
- Can be open-ended or closed-ended

Probing Questions/Statements

Examples

- **Who are some of the people who have visited your home or lived with you in the past 3 months?**
- **Describe the places you've lived in the past 3 months.**
- **You mentioned that your aunt came for a visit, please tell me more about that.**

Exercise – Provide a Probing Question/Statement for the Following Case’s Comments

- 1. “You know, it’s really hard to say where I spend most of my time.”**
- 2. “Taking these medications is just too much trouble and I don’t think they will do any good.”**

Checking Questions

What are checking questions?

- **Specific and targeted questions to assess the case's understanding of the information being shared with them**

Checking Questions

Examples

- **Why do you think we need to test your family members for TB?**
- **Why is it important for you to take your medicine everyday?**

Exercise – Create Checking Questions for the Following Scenarios

- 1. You have explained to the case why you need to collect information about the people close to him or her.**
- 2. You and the case spent a lot of time reviewing side effects of the TB medication.**

What questions can the interviewer ask to assess the case's understanding of this information?

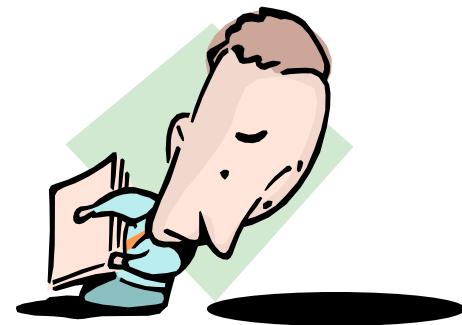
Selecting a Question Type



- **Begin with open-ended question**
- **If your question is not answered, ask a probing question**

Questioning Pitfalls to Avoid

- **Asking several questions at once**
- **Interrupting**
- **Leading questions (e.g., “you don’t live with anyone, do you?”)**
- **Not providing enough time for the person to answer the question**



Review

- 1. What question types can be used throughout an interview to generate a discussion with a case?**
- 2. What questioning pitfalls should be avoided?**