

7 ESSENTIAL STEPS TO CONDUCTING EFFECTIVE AND COMPASSIONATE INTERVIEWS

1

Plan and Prepare Thoughtfully

Before conducting an interview, carefully review all information, select a safe and neutral location, and schedule with consideration for the participant's needs.

2

Use the PEACE Model

The PEACE Model for interviews emphasizes thorough planning, clear communication, allowing uninterrupted storytelling, effective closure, and reflective evaluation.

3

Apply a Trauma-Informed Lens

Always approach interviews with sensitivity to potential trauma by using gentle questioning, allowing breaks and support, and remaining attentive to participants' emotional cues.

4

Prioritize Credibility with Care

Assess credibility by considering intent, memory accuracy, and external influences, rather than relying solely on someone's demeanor.

5

Sequence Interviews Strategically

Conduct interviews in the order of complainant, witnesses, then respondent to ensure all relevant evidence is available and minimize repeat interviews.

6

Maintain Professionalism and Neutrality

Maintain composure, remain neutral, avoid leading questions, and ensure thorough, accurate documentation throughout the interview process.

7

Support and Follow-Up

Clearly communicate next steps, provide resources if needed, and protect confidentiality after the interview process.



Navigating interviews sensitively and putting the focus on trauma awareness, fairness, and thoughtful sequencing will make the interview experience as respectful as possible. It's not just about getting answers; it's about creating an environment where participants feel heard and safe.