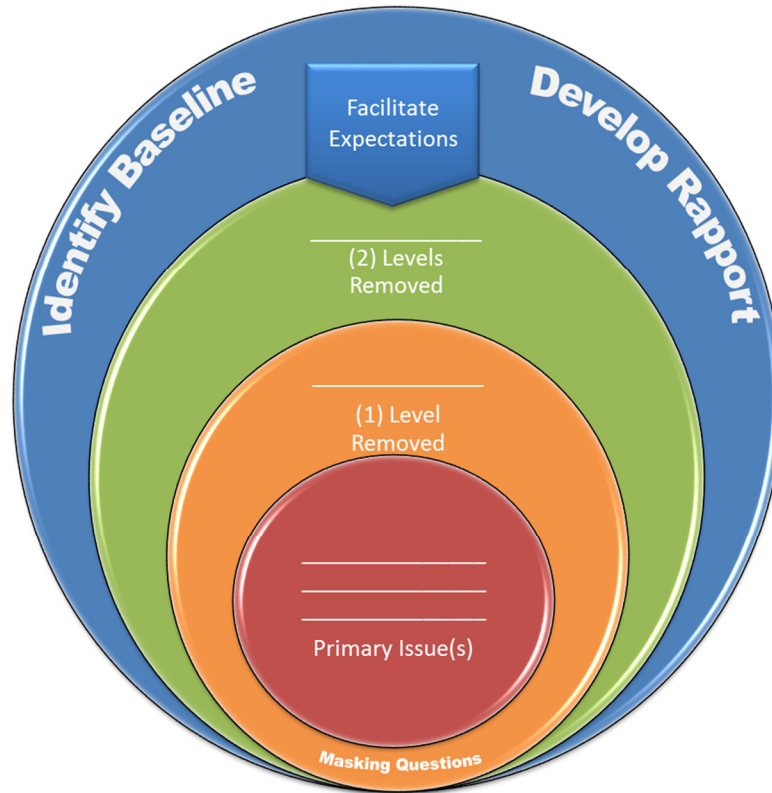


WICKLANDER-ZULAWSKI

Participatory Method



Primary Issues

Possible Explanations
1.
2.
3.



Elimination Questions
1.
2.
3.

IDENTIFY THE TRUTH

WICKLANDER-ZULAWSKI

Participatory Method

Establish the Behavioral Norm

Verify the subject's background to establish a behavioral norm and let them know you have done a thorough investigations.

Develop Rapport

"Bob, I'm going to be telling you a lot about who I am and what I do, but before I do, why don't you tell me a little about yourself."

Facilitate Expectations

The interviewer must introduce the conversation in a non-confrontational manner explaining to the subject the reason for the interview taking place (training evaluation, operational improvement, fact-finding, etc.)

Two Levels Removed from Primary Issue(s)

Prepare questions relating to a topic two levels removed from the primary issue to prevent the subject from becoming defensive or aware of the intended outcome.

One Level Removed from Primary Issue(s)

Prepare questions relating to a topic one level removed from the primary issue to prevent the subject from becoming defensive or aware of the intended outcome.

Primary Issues

Prepare questions relating to a topic one level removed from the primary issue to prevent the subject from becoming defensive or aware of the intended outcome.

IDENTIFY THE TRUTH