

The **Nelrod** Company®

EFFECTIVE INTERVIEWING TECHNIQUES

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**FAILURE TO CORRECTLY INTERVIEW THE
TENANT/APPLICANT MAY RESULT IN THE OVER-
OR UNDERPAYMENT OF HOUSING ASSISTANCE**

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**ACCURATE RENT
CALCULATION REQUIRES
MORE THAN JUST
NUMBER CRUNCHING**

3

It's easier to

PREVENT FRAUD

than it is to








**DETECT/PROVE
FRAUD**

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**WE ARE GOING TO **CREATE A
SPACE** THAT PROVIDES
OUTSTANDING CUSTOMER
SERVICE AND ENCOURAGES AN
OPEN AND HONEST INTERVIEW.**

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COURSE TOPICS

-  The Interviewer
-  Types of Questions
-  Interview Methods
-  Interview Considerations
-  Types of Interviews
-  Fine Tuning the Interview
-  Interview Pitfalls

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EFFECTIVE INTERVIEWERS ARE:

- Skilled at **human interaction**
- **Professional**
- Possess **specific competencies**
- **Build rapport** with their clients
- Know it's **not all about them**
- Ask **tough questions**

MINDSET OF THE INTERVIEWER

Interviewer condition

Distractions

Empathetic

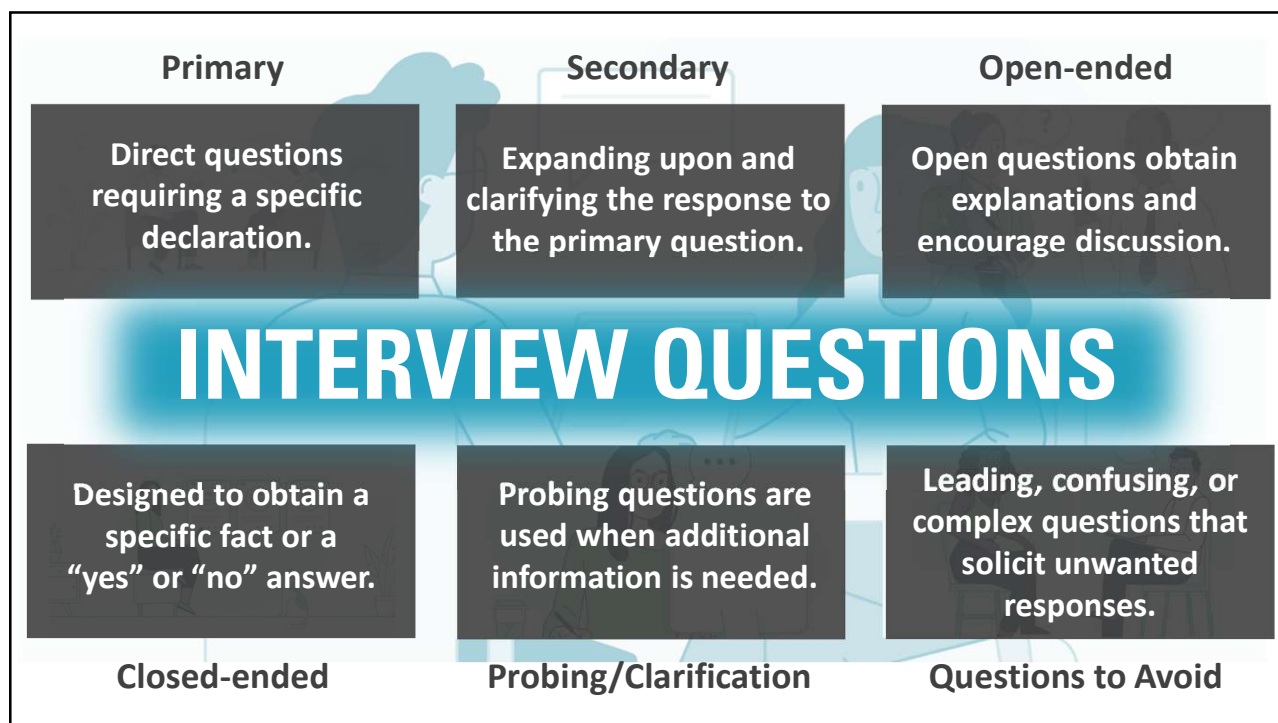
Sympathetic

Apathetic



**EFFECTIVE INTERVIEWERS DO
ONE THING REPEATEDLY:**

PRACTICE!



THE INTERVIEW

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B4

the interview

Know your goals

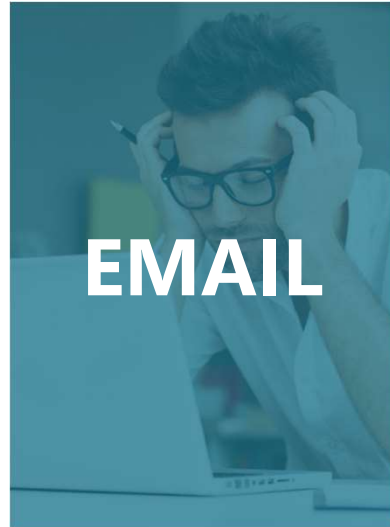
Do your homework

Collect information ahead
of the interview

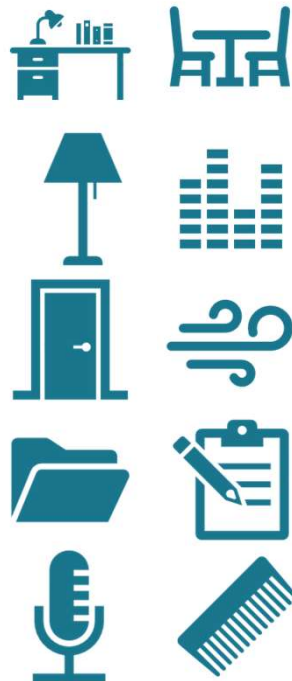
Get your tools ready

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METHODS OF INTERVIEWING



PHYSICAL SETTING



Desk arrangement
Chair placement
Lighting
Noise levels
Privacy
Amenities
Visual props
Note taking
Audio recording
Dress and grooming

INTERVIEW CONSIDERATIONS

Accessibility

Checklists

Use a script

Body language

Interview guides

Purpose



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INTERVIEWING ACCESSIBILITY



Applications/Forms



Service Animals



Formats



Physical Setting



Alternative
Interview Methods



Types of
Questions

CONDUCTING THE INTERVIEW

Introduction

Information
Gathering

Information
Review

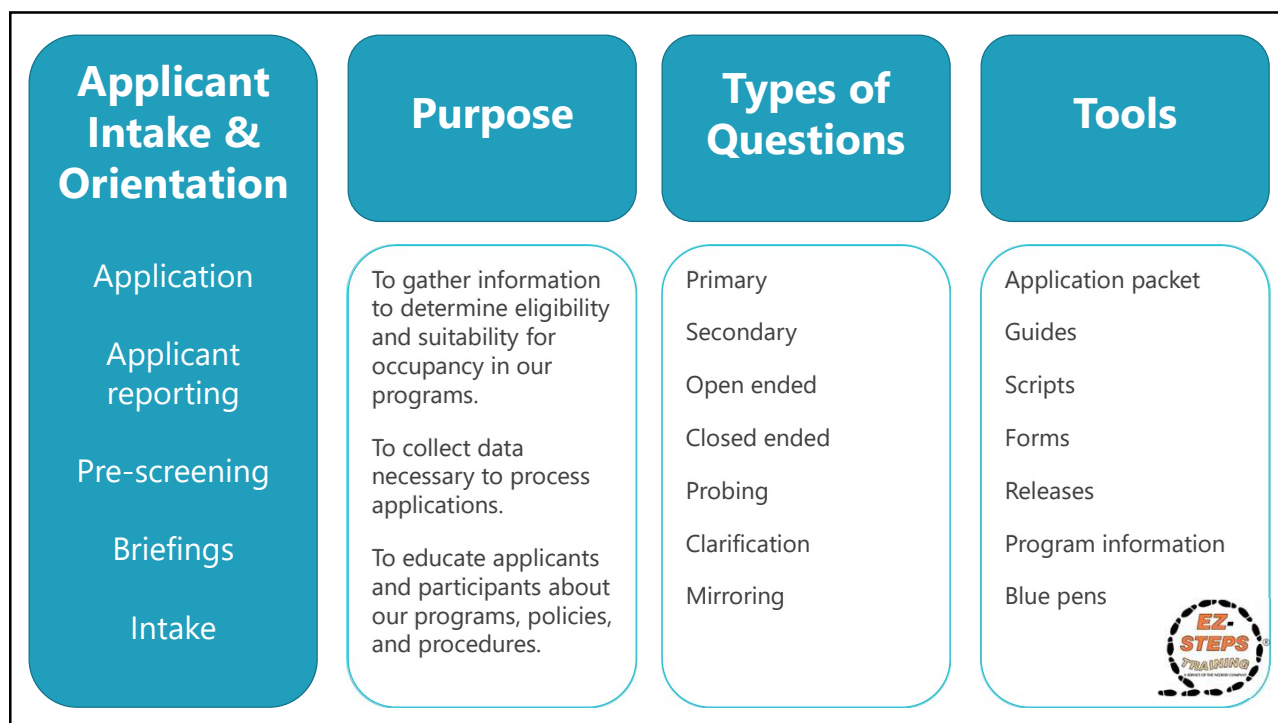
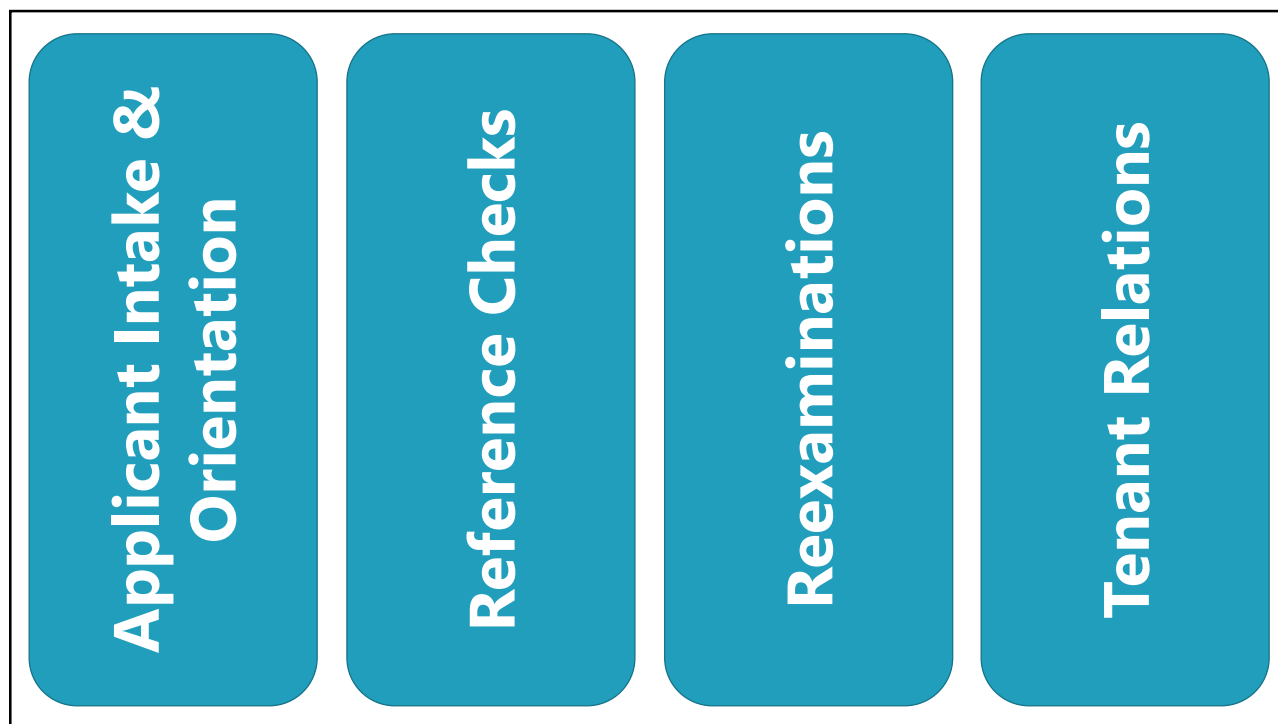
Wrap Up

- ✓ Clearly identify and explain next steps in the process
- ✓ Written instructions and deadlines for outstanding items
- ✓ Ask for and answer any remaining or additional questions
- ✓ Provide/obtain contact info

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TYPES OF INTERVIEWS

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Reference Checks	Purpose	Types of Questions	Tools
<p>Landlord history</p> <p>Listed references</p> <p>Credit or financial</p> <p>Previous tenants or neighbors</p>	<p>To gather information to determine eligibility and suitability for occupancy in our programs.</p> <p>To collect data necessary to process applications and reexaminations.</p> <p>To verify information provided by applicants and participants.</p>	<p>Primary</p> <p>Secondary</p> <p>Open ended</p> <p>Closed ended</p> <p>Clarification</p>	<p>Telephone</p> <p>Email</p> <p>Verification forms</p> <p>Self addressed, stamped return envelopes</p>

Re-Exams	Purpose	Types of Questions	Tools
<p>Annual Reexamination</p> <p>Interim Reexamination</p> <p>Participant reporting</p>	<p>To gather information to determine eligibility and suitability for <i>continued</i> occupancy in our programs.</p> <p>To collect data necessary to process reexaminations.</p> <p>To educate participants about our programs, policies, and procedures.</p>	<p>Primary</p> <p>Secondary</p> <p>Open ended</p> <p>Closed ended</p> <p>Probing</p> <p>Clarification</p> <p>Mirroring</p>	<p>Recertification packet</p> <p>Personal declaration</p> <p>Guides</p> <p>Scripts</p> <p>Forms</p> <p>Releases</p> <p>Program information</p> <p>Blue pens</p>

Tenant Relations	Purpose	Types of Questions	Tools
Disputes amongst tenants Participant complaints Incident investigation	To gather information about incidents occurring at your properties. Accident investigation Collect statements from witnesses.	Primary Secondary Open ended Closed ended Probing Clarification Mirroring	Pens Paper Camera Digital recorder Forms

INTERVIEW FINE TUNING

THE ART OF LISTENING

- **Active listening** provides frequent and continuous feedback to the speaker
- **Passive listening** hears what is being said without necessarily retaining information.

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EFFECTIVE COMMUNICATORS USE PACING TECHNIQUES TO FIND COMMON GROUND



Mirroring



Rate of Speech



Voice Volume



Gestures

BODY LANGUAGE

A person's body language can reveal a lot about what they're thinking and feeling.

Especially if their non-verbal display don't match what they are saying.

CLASS DISCUSSION:

What does the body language of the individuals in the following photo suggest they think of each other or the situation?

BIAS

In order to obtain the best possible information, it is necessary that we are aware of our own filters that tend to impede clear reception of information.

STEREOTYPING

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INTERVIEW PITFALLS

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COMMON INTERVIEW MISTAKES

- Failing to prepare
- Not allowing enough time
- Failure to build rapport
- Not listening

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COMMON INTERVIEW MISTAKES

- Failing to probe when appropriate
- Losing control of the interview
- Focusing on the paperwork and not the person
- Not recognizing personal bias

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COMMON INTERVIEW MISTAKES

- Failing to accurately record responses or take notes
- Trying to “catch someone up”
- Not clarifying responses
- Not seeking understanding

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DO THIS! NOT THAT!!

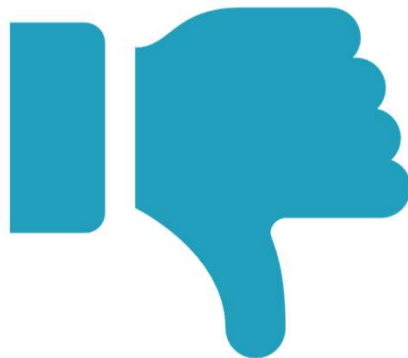
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- Conduct yourself professionally
- Build rapport
- Create a space for honesty
- Use checklists and guides
- Set a positive tone for the relationship
- Minimize noise and distractions
- Be objective and fair
- Use appropriate pacing

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- Act *un*professionally
- Skip rapport building
- Create a space for *dishonesty*
- Fly by the seat of your pants
- Set a *negative* tone for the relationship
- Allow disruptive distractions
- Allow bias and stereotyping to affect the interview outcome



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I'LL LEAVE YOU WITH JUST ONE WORD.

LISTEN!

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