

Asking Questions and Listening to Answers

A Guide to Using Individual, Focus Group, and Debriefing Interviews

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Asking Questions and Listening to Answers is designed for those who want to use interviews for the purpose of quality assessment and for those who wish to improve and refine their interviewing skills. In general, the quality of information that is gathered during an interview largely depends on the interviewer's ability to ask questions, listen to answers, and use what is learned. This book provides strategies and tactics for enhancing effectiveness in planning interviews, conducting interviews and, ultimately, in using the information that is gathered.

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