

## Interviewing techniques for registration

<p><b>Effective listening:</b></p>	<ul style="list-style-type: none"> <li>→ Repeating, paraphrasing and reframing the statements of the person being interviewed demonstrates to them that they are being carefully listened to and understood</li> </ul>
<p><b>Formulating questions:</b></p>	<ul style="list-style-type: none"> <li>→ “you” can sound accusatory. Reframe as an “I” question or statement</li> <li>→ “why” can sound challenging. Use “how” or “what are your concerns”</li> <li>→ “but” tends to efface or invalidate the preceding statement. Instead of “yes but...”, use “yes, and...”</li> <li>→ “should have” sounds judgmental. Reframe as a proposition: “next time, we can...”</li> <li>→ “As I’ve already said...” sounds impatient. Instead, be prepared to repeat yourself.</li> <li>→ Closed questions: call for a short response, usually yes, no or a simple statement of fact. Many bio-data questions should be formulated as closed questions. This will keep the questioning clear and maintain a good interviewing pace.</li> <li>→ Open questions: call for a response that cannot be answered by yes or no. Open questions are used to gather information on personal opinions and reactions, enabling persons to relate events in their own way. Trigger questions in relation to admissibility may be asked as open questions to facilitate self-identification or narrative about a person’s identity and place or background in a country.</li> </ul>
<p><b>Receptive and respectful body language:</b></p>	<ul style="list-style-type: none"> <li>→ use appropriate eye contact. Lowering eye level can diffuse tension and encourage collaboration</li> <li>→ angling one’s body towards another person can convey interest in and empathy regarding what that person is speaking about</li> <li>→ physical touch can be very powerful in the right context. It is critical to understand how touching (hand shaking, hand on shoulder, holding children etc.) is perceived by the person being touched. Be wary of the appropriateness of touching from a cultural, religious or gender perspective.</li> </ul>
<p><b>When time is of the essence (especially in emergencies)</b></p>	<ul style="list-style-type: none"> <li>→ Be familiar with and use the standard codes.</li> <li>→ Ensure a template is provided.</li> <li>→ Use tabs for electronic data entry</li> <li>→ Establish trust to ensure cooperation (counselling)</li> <li>→ The interview will proceed effectively with proper use of closed, targeted and open questions.</li> <li>→ Allow for silence when appropriate</li> </ul>
<p><b>Working with interpreters</b></p>	<ul style="list-style-type: none"> <li>→ Professional interpreters are preferable to refugee<sup>1</sup> interpreters given the potential for confidentiality issues and conflicts of interest.</li> <li>→ In all cases, interpreters at registration must be adequately trained. Trained and experienced interpreters help to avoid data errors, inconsistency in data entry, variations in counselling approach, intimidating or judgmental interviews. Ensure interpreters are aware of when and how to report a conflict of interest.</li> </ul>

<sup>1</sup> Asylum seekers should not be recruited as interpreters.