

Interviewer Training: “The Good, the Bad, and the Ugly”  
**TRAINER ANSWER KEY**

Access the video here: <https://youtu.be/8oigheug0L4>

**Scene One**

**Scene Two**

<p><i>What went well?</i></p> <ul style="list-style-type: none"> <li>• Introduction and explanation of why interviewer is collecting information</li> <li>• Clearly specified the exposure time period</li> <li>• Conversational, interactive and natural with interviewee</li> <li>• Closing explanation of how the information will be used</li> <li>• Asked for best number to contact the interviewee if additional follow-up was necessary</li> <li>• Thanked the interviewee.</li> </ul>	<p><i>What went well?</i></p> <ul style="list-style-type: none"> <li>• Introduction and explanation of why interviewer is collecting this information</li> <li>• Pinning down the onset to a specific time</li> <li>• Gently redirected the interviewee</li> <li>• Conversational, interactive and natural with interviewee</li> <li>• Closing explanation</li> <li>• Thanked the interviewee</li> <li>• Expressed empathy to the case’s illness.</li> </ul>
<p><i>What went <b>not</b> so well?</i></p> <ul style="list-style-type: none"> <li>• Request for cookies and coffee during the interview? Come on!</li> <li>• Mispronunciation of items from questionnaire (Sashimi, Ceviche)</li> <li>• Not value neutral; judgmental about mice and snakes (although this was still conversational which, in some ways, is good)</li> <li>• The owner of the snake mentioned he purchased mice at a pet store but during the interview question about pet stores, he responded “No” without the interviewer probing further.</li> </ul>	<p><i>What went <b>not</b> so well?</i></p> <ul style="list-style-type: none"> <li>• Leading the witness (about homegrown vegetables)</li> <li>• Not value neutral; judgmental about having a regular health care provider</li> <li>• Could have periodically reminded respondent of the dates of the week before illness.</li> </ul>