Consider safety issues yours and your clients

- Is it safe to conduct an interview?
- Is the location a safe one for the interview?
- Do you need to have someone with you?

If at any point you feel unsafe, EXIT, and call your Supervisor.

If safe to proceed, here is a suggested way to organize the interview:

1. **Introductions**—who you are, why you are there, part of building trust
2. **Rapport Building**—Your opportunity to make assessments of person, abilities, needs, and insight into situation, appropriateness of offering resources and engaging in problem solving.
3. **Explanation of Events and Understanding of Situation**—what occurred, explanations, defenses and justifications for actions,
   - Elicit information one allegation at a time or one incident at a time starting with open-ended questions
   - Follow up with clarifying questions
   - Identify any collaterals or evidence to support the explanations
   - Explore defenses/justifications

If appropriate or if asked, explain next steps in general terms.

**Provide information for any follow up.**

Keep the door open to future contact—don’t close the door.

Thank the person for speaking with you.

Are there questions that I should have asked you?

Is there anything else you want me to know?

Ending the interview—have a plan.

**Different?** When help do you need to handle this situation

**Do differently?** If you reach this situation again what would/could you do differently?

For example:

Is permissible behavior in situation in neutral, objective way.

Educate and problem solve if appropriate — clarity what