

CONSUMER INTERVIEW BARRIERS

Barrier	Strategy
<p data-bbox="159 244 772 352">THE CONSUMER IS RELUCTANT TO TALK</p> <p data-bbox="132 395 784 544">On occasion, a consumer will not talk about risk related information or avoids questions. The consumer might evade questions by repeatedly saying things like “I don’t know”, “maybe”, “I can’t say”, etc.</p>	<ul data-bbox="824 292 2184 603" style="list-style-type: none"> • Check the environment is suitable (i.e., private and free from distractions) • Check if there are any gender /cultural issues • Use open ended questions • Use active listening skills • Attend to rapport building • Talk about less threatening topics until the consumer becomes more comfortable, e.g. family, personal or medical history • Where appropriate use normalising strategies, e.g. “Everyone gets angry sometimes, that’s normal. What do you do when you are angry?”.
<p data-bbox="165 691 772 799">THE CONSUMER PROVIDES INCONGRUENT INFORMATION</p> <p data-bbox="132 842 775 1066">It is not uncommon for a consumer to provide information that differs from file information. There could be numerous reasons for this, for example, the consumer may not remember the event, they may want to make a favourable impression, or they may find recalling all aspects of the memory too distressing.</p>	<ul data-bbox="824 762 2201 986" style="list-style-type: none"> • Obtain as much collateral information as possible • Inform the consumer that you have reviewed their file records, police holdings etc. • In some cases, you might be able to be open about the incongruence, for example, “The files state that you hit him, but you tell me that you didn’t. Why do you think those two things are different?” Only use this strategy if you feel it won’t cause a risk to a third party (the source of the information) and won’t cause detriment to the consumer • Document the incongruent information and the source of the information.
<p data-bbox="159 1114 772 1222">THE CONSUMER DOES NOT STAY ON TOPIC</p>	<ul data-bbox="824 1121 2213 1385" style="list-style-type: none"> • Use close ended or multiple choice questions • Redirect to another topic • Set an agenda for the interview • Implement delayed interruption as an interview technique (e.g. “I’d like to hear about that. Could I just ask you a couple of other questions first?”) • Draw the consumer’s attention to the limited time available for the interview, and refer back to the agenda to decide priority topics for discussion.

