CONSUMER INTERVIEW BARRIERS AND STRATEGIES TO OVERCOME THESE

Barrier	Strategy
THE CONSUMER IS RELUCTANT TO TALK 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.	• 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?".
THE CONSUMER PROVIDES INCONGRUENT INFORMATION 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 the memory too distressing.	• 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.
THE CONSUMER DOES NOT STAY ON TOPIC	• 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.